



Privacy Statement (January 2025)

This **Privacy Statement** applies to all Personal Data¹ that **CaseFabric** ("[CaseFabric](#)") processes when you use our website and/or platform as a visitor or customer

In this Privacy Statement we provide you with information about the Personal Data we collect and use when you visit our websites or apps. For example, we will inform you about the parties with whom we share your Personal Data, how long we retain it, what rights you have with regard to the processing of your data and how we use your data to send you offers tailored to your interests and preferences.

This Privacy Statement consists of the following sections:

- 1) Who we are.
- 2) The types of Personal Data we collect and how we collect it.
- 3) The purposes for which we use your data.
- 4) Sharing data with Third Parties.
- 5) Security and Retention.
- 6) International transfer of data.
- 7) Privacy requests, queries, and complaints.
- 8) Updates to this Privacy Statement.

1. Who we are

We are CaseFabric, a Case Management platform company with its registered office at Kooizand 4, 8321ZG Urk (The Netherlands). By visiting our website and sharing your Personal Data, CaseFabric is responsible – both as controller and/or processor - for the collection and use of your Personal Data.

CaseFabric respects your privacy and recognizes the importance of providing a secure environment for your Personal Data. That is why we aim to provide you with clear and transparent information as to why and how we process your Personal Data.

¹ Terms such as "process/processing", "data subject", "processor", "controller" and "personal data", etc., shall have the same meaning ascribed thereto in Article 4 of the GDPR, irrespective of whether the GDPR applies.



2. The types of Personal Data we collect and how we collect it

When you access and/or visit one of our Websites, we may collect, use, store and transfer various kinds of Personal Data. The data we use depends on the purpose for which we process the data. We will only use your data for the purposes described in Section 3.

2.1 Basic Personal Data provided by you

When you access or visit our Website, you may provide certain information to us, or receive a request to provide certain information to us, including but not limited to:

- **First and last name**
- **E-mail address**
- **Telephone number**
- **Job Title**
- **Country of residence**

2.2 Special Categories of Personal Data

As a general principle, we do not process 'Special Categories of Personal Data', and do not ask you to provide such information. 'Special Categories of Personal Data' includes sensitive data such as race, ethnic origin, political opinions or philosophical beliefs, religion, trade union membership, sexual preferences or orientation, health data or criminal data.

2.3 Minors

Our website(s) are a general audience site, and we do not intend to market to or collect, nor do we knowingly collect, personal information from children under the age of 16. Unfortunately, we cannot always determine the age of a visitor to our website(s) or the sender of an email.

- information about how you use our Websites. This information includes your preferences, such as your interests in certain categories of consulting services, the actions you take, and the time and duration of these actions. We also collect information about the websites that led you to our Website.



For example: we may also receive information about your approximate geolocation (the country in which you are located) from third parties (e.g. Google). We use this information to comply with our legal obligations regarding the processing of your Personal Data, to customize certain services to your location, and to prevent fraud or misuse.

2.4 (Job) Applications

When applying and interviewing for a position at CaseFabric, you provide a lot of personal data. Also, feedback will be collected throughout your interview process which contains your performance during these interviews.

CaseFabric will keep your data regarding your application and interview process for a maximum of 3 (three) years after you finish this process. This term may be extended: we will send you an e-mail to renew your consent. If you don't provide us with this consent, we will delete your data after 1 (one) month.

3. The purposes for which we use your data

We may process your Personal Data for the following purposes:

A. Preventing fraud and illegal activities

- to detect fraudulent activities and illegal conduct on our Website
- to comply with and enforce our policies and Terms & Conditions

B. Communication

- to provide you with customer support based on your questions, requests, or complaints
- to send you service emails, such as e.g. responding to demo requests.

C. Compliance with our obligations on the following legal basis

We process your Personal Data, based on the following legal basis:

- **Your consent:** We process your Personal Data if you have granted consent to process data for a specific purpose. For example, when you request for a demo, request for a download or send us your resume. You have the right to withdraw your consent at any time. Please note that this will not affect any processing carried out prior to the withdrawal of your consent.
- **Performance of a contract:** We process your Personal Data for the purpose of performing a contract to which you are a party. For example, to facilitate the provision of requested services.
- **Compliance with legal obligations to which we are subject:** We process your Personal Data in order to comply with legal obligations. For example, to respond to your requests related to your rights as a data subject and other obligations, such as informing you of any changes to this Privacy Statement.

4. Sharing data with Third Parties

We will not disclose your Personal Data to any party that is not authorized to process such data. To manage our services, we will share your Personal Data internally with members of the relevant departments and technical support staff involved in the process, and in each case only if access to your Personal Data is necessary for the fulfilment of their professional tasks.



In addition, and only when necessary to fulfil the purposes mentioned above, we may disclose your Personal Data to the following recipients or categories of recipients or permit the following third parties to collect your Personal Data in connection with your use of our Website:

- **External service providers:** We may share your Personal Data with external service providers who perform services on our behalf, like customer support service, IT services, hosting and content delivery services, web/social analytics services, data management services, data sharing services on social media, video hosting services, and user notification services. When we share your Personal Data with external service providers, we have appropriate agreements in place to ensure that your Personal Data is processed in compliance with applicable data protection laws.
- **Social networks and related third-party platforms:** If you wish to share certain content on social In this case, a link to the website you wish to share will be published on the relevant website/social



- **Law enforcement, government agencies, or judicial authority:** We may disclose your Personal Data in response to lawful requests to public authorities, including law enforcement, government agencies, or the judiciary.
- **Other third parties:** We may also disclose your Personal Data in the event of any intended or initiated reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business or assets (including in any insolvency or similar proceedings).

5. Security and Retention

5.1 How we protect your Personal Data

We have implemented appropriate technical and organizational security measures designed to protect your Personal Data against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. We update and test our security standards on an ongoing basis. In addition, we take all reasonable measures to ensure that third parties to whom we transfer your Personal Data provide sufficient Personal Data protection.

5.2 How long will we store your Personal Data

We will not retain your Personal Data longer than necessary to fulfil the purposes for which the data was collected or to fulfil our legal obligations. We will subsequently delete or anonymize your Personal Data.

6. Storage of data

In general, your data is stored on servers within the European Union (EU) / the European Economic Area (EEA).

In exceptional situations where data would be stored on servers in countries not considered by the European Commission to provide an adequate level of protection, we have taken appropriate measures to protect your Personal Data.

7. Privacy requests, queries, and complaints

7.1 Your rights

To the extent permitted by applicable data protection laws and regulations, you have the following rights with respect to your Personal Data:

- **To access the Personal Data we hold about you,** including information such as the source and categories of data, the processing purposes, the recipients (or categories thereof), and the respective retention period.
- **To request an update or correction of your Personal Data** so that it is always accurate.
- **To receive your Personal Data in a structured, commonly used and machine-readable format,** including the right to transfer your Personal Data to another data controller.
- **To request the deletion of your Personal Data** if you believe that retention is no longer necessary for the purposes indicated above.
- **To restrict the processing of your Personal Data** in certain circumstances, for example, if you have contested the accuracy of your Personal Data, and for a period of time that is sufficient to allow us to verify its accuracy.
- **To withdraw your consent** at any time if your Personal Data is processed with your consent. Please note that this will not affect the lawfulness of data processing based on consent granted prior to its withdrawal.
- **To object on specific grounds** relating to your particular situation, in the event and to the extent that we process your Personal Data based on our legitimate interests. In that case, we will no longer



process your Personal Data unless we have compelling legitimate grounds for processing that outweigh your interests, rights and freedoms, or within the framework of establishing, exercising or defending legal claims. You also have the right to object if we process your Personal Data for marketing purposes (including profiling). In that case, we will stop processing your Personal Data for marketing purposes.

7.2 Privacy Office

If you wish to exercise your rights, please send your request to the Privacy Office:

CaseFabric
Kooizand 4
8321ZG Urk (The Netherlands)
E-mail: privacy@CaseFabric.com

Please specify in your request, insofar as possible, to which Personal Data your request relates and what right you wish to exercise and provide evidence to demonstrate that you are the individual to whom the Personal Data relates. We aim to respond to your request within a period of one month.

7.3 Queries, comments, or complaints

If you have any questions, comments, or complaints about this Privacy Statement, please feel free to contact us. If you believe we have failed to comply with our obligations under applicable data protection laws and regulations, you have the right to lodge a complaint with the competent supervisory authority. In the Netherlands, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) in The Hague is responsible for monitoring compliance with privacy regulations.

8. Updates to this Privacy Statement

We regularly review and update this Privacy Statement.

This Privacy Statement was last updated on 21st January 2025.