

## PRIVACY POLICY

Mert Medical B.V. respects the privacy of its clients, in particular their rights regarding the automatic processing of personal data. We have therefore formulated and implemented a policy on complete transparency with our customers with regard to the processing of personal data, its purpose(s) and the possibilities to exercise your legal rights in the best possible way.

If you require any additional information about the protection of personal data, please visit the website of the Dutch Data Protection Authority (Autoriteit Persoonsgegevens): <https://autoriteitpersoonsgegevens.nl/nl>.  
The privacy policy includes the application(s) of Mert Medical B.V., such as the Mert Medical V.R. Experience app.

### Article 1 - Legal definition

Party responsible for processing personal data (hereinafter: "the controller"): Mert Medical B.V., established in Standerdmolen 8b-4, 3995 AA Houten, The Netherlands, Chamber of Commerce number: 80685412.

### Article 2 - The processing of personal data

1. Personal data means any information relating to an identified or identifiable natural person ('data subject').
2. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
3. We may process the following application data from you:
  - Automatically collected data (e.g. IP Address, device OS, browser type and language);
  - Mobile device identifiers such as your unique device ID, hardware type, "MAC" and "IMEI" numbers and device name;
  - General location information for the purpose of providing you with the correct version of the application, and precise-geo-location information with your express consent Identify documentation
  - Application use data (e.g. skill data, your user ID, length, frequency and success of interactions with a game, via server log files).
4. We may process the following categories of personal data from you:
  - Name
  - Address
  - E-mail address(es) / number(s)

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### Article 3 - Purpose of processing

We do not collect your personal information without a purpose. Your personal data are processed for:  
a better service to you  
to maintain relationships with you  
to process your orders

announcements via mail, e-mails and / or newsletters

marketing purposes  
complying with (a) legal obligation(s)

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### Article 4 - Registration of personal data

Your personal data are recorded in an (electronic) register.

#### **Article 5 - Your rights regarding information**

1. Pursuant to Article 13 paragraph 2 sub b GDPR each data subject has the right to information on and access to, rectification, erasure and restriction of processing of his personal data, as well as the right to object to the processing and the right to data portability.
2. You can exercise these rights by contacting us at [info@mertmedical.nl](mailto:info@mertmedical.nl).
3. Each request must be accompanied by a copy of a valid ID, on which you put your signature and state the address where we can contact you.
4. Within one month of the submitted request, you will receive an answer from us.
5. Depending on the complexity and the number of the requests this period may be extended to two months.

#### **Article 6 - Legal obligations**

In case of infringement of any law or regulation, of which a visitor is suspected and for which the authorities require the personal data collected by the controller they will be provided to them after an explicit and reasoned request of those authorities, after which these personal data do not fall anymore under the protection of the provisions of this Privacy policy.

#### **Article 7 - Commercial offers**

1. You may receive commercial offers from the controller. If you do not wish to receive them (anymore), please send us an email to the following address: [info@mertmedical.nl](mailto:info@mertmedical.nl).
2. Your personal data will not be used by our partners for commercial purposes.

#### **Article 8 - Data retention**

The collected data are used and retained for the duration determined by law.

#### **Article 9 - Applicable Law**

These conditions are governed by Dutch law. The court in the district where the controller has its place of business has the sole jurisdiction if any dispute regarding these conditions may arise, save when a legal exception applies.

#### **Article 10 - Contact**

For requests, questions, product information or more information, please contact: Customer Service Mert Medical V. R. Experience, [info@mertmedical.nl](mailto:info@mertmedical.nl).

#### **Article 11 - Attribution**

This privacy statement was created using a document from [Rocket Lawyer](https://www.rocketlawyer.com/nl/nl) (<https://www.rocketlawyer.com/nl/nl>).

This privacy statement applies since 19 March 2023 until further notice.  
You are advised to check [www.mertmedical.nl](http://www.mertmedical.nl) regularly for updates of the privacy policy.