

Privacy & Cookie Statement

We would like to draw your attention to how AVH dairy trade B.V. processes your personal data. Please read our Privacy & Cookie Statement below carefully. If you have any questions or comments about this Privacy & Cookie Statement, you can always address them to our data protection officer at the e-mail provided in Section 1.

1. Name and contact details of the data controller and the company data protection officer

This Privacy & Cookie Statement applies to the processing of personal data by:
Controller: AVH dairy trade B.V. (hereafter referred AVH dairy)

AVH dairy trade B.V.
Stationsplein 63
NL-1703 WE Heerhugowaard

Email: info@avhdairy.com
Telephone: +31 72 502 09 46

The company data protection officer of AVH dairy can be contacted at info@avhdairy.com.

2. Collection and storage of personal data as well as the nature and purpose of its use

a) When visiting the website

When you visit our website www.avhdairy.com, the browser used on your device automatically sends information to our website server. This information is temporarily stored in a so-called log file. The following information will automatically be collected by us and automatically deleted after 5 days:

- IP address of the requesting terminal,
- date and time of access,
- name and URL of any visited page,
- website from which any access takes place (so-called referrer URL),
- device type and operating system of the device,
- name of your ISP
- browser type and version used, and other information provided by the browser (such as geographical origin, language setting, add-ons used, screen resolution, etc.).

The above data will be processed by us for the following purposes:

- ensuring a smooth connection to the website,
- ensuring the best possible user experience on our website,
- evaluation of system security and stability
- for further administrative purposes.

The legal basis for this is Article 6(1)f of the EU General Data Protection Regulation (GDPR), which is that we have a legitimate interest in processing your personal data arises from the purposes listed above. In no event will we use this data to identify you personally.

In addition, we use cookies and analysis services when you visit our website. Further details can be found in sections 4 and 5 of this Privacy & Cookie Statement.

b) By using our contact form

If you have any questions, we provide a contact form on the website. It is necessary to provide a valid e-mail address, first and last name, postal code and telephone number so that we know who the request came from, and to efficiently answer that request. You may provide further personal information voluntarily.

Data processing for the purpose of contacting us (and our response) is in accordance with Article 6(1)a GDPR (your freely-given consent).

c) Further purposes

We reserve the right to process your personal data for further purposes. However, we will inform you accordingly and, if necessary, seek your consent.

3. Disclosure of data

a) For other purposes

We will only pass on your personal data within the Emmi Group and / or to third parties if:

- According to Article 6(1)a GDPR you have given your consent to this;
- According to Article 6(1)b GDPR it is necessary for the performance of a contractual relationship with you,
- According to Article 6(1)c GDPR processing is necessary for compliance with a legal obligation,
- According to Article 6(1)f GDPR processing is necessary for the purposes of the legitimate interests pursued by us or by a third party and there is no reason to assume that you have an overriding interest otherwise.

In this context, we may transfer your personal data to Switzerland, for which there is an adequacy decision by the European Commission.

4. Cookies

We use cookies on our site. These are small files that your browser automatically creates and that are stored on your device (laptop, tablet, smartphone, etc.) when you visit our site.

The cookie is used to store information that is related to the specific device used. However, this does not mean that we are immediately aware of your identity.

The use of cookies serves to make use of our website more pleasant for you. For example, we use so-called session cookies to recognize that you have already visited individual pages on our website. These are automatically deleted after leaving our pages.

In addition, to improve usability, we also use temporary cookies that are stored on your device for a specified period of time. If you visit our site again to take advantage of our services, it will automatically recognize that you have already been with us and what inputs and settings you have made, so you do not have to re-enter them.

We also use cookies to statistically record the use of our website and to evaluate it for the purpose of optimizing our content (see paragraph 5).

Insofar as the aforementioned cookies under paragraph 5 are personal data, they are used on the basis of our legitimate interests pursuant to Article 6(1)f GDPR. Our interest in the aforementioned purposes, in particular the optimization of our website, must be considered as the legitimate interest within the meaning of the above provision.

Most browsers accept cookies automatically. However, you can configure your browser so that no cookies are stored on your computer, or so that a prompt appears before a new cookie is created. However, disabling cookies completely may mean that you cannot use all features of our website.

Information on how to reject and delete cookies can be found on the following websites:

- <https://support.microsoft.com/nl-be/help/17442/windows-internet-explorer-delete-manage-cookies>
- <https://support.google.com/chrome/answer/95647?hl=nl>
- <https://support.mozilla.org/nl/kb/cookies-in-en-uitschakelen-websites-voorkeuren?redirectlocale=nl&redirectslug=Cookies+in+-+en+uitschakelen>
- <https://support.mozilla.org/nl/kb/navigatie-zoek-en-downloadgeschiedenis-verwijderen>
- https://support.apple.com/kb/PH17191?locale=nl_BE
- <http://help.opera.com/Linux/10.10/nl/cookies.html>

5. Tracking Tools

The tracking measures listed below and used by us are based on Article 6(1)f GDPR (legitimate interests). With the tracking measures used, we seek to ensure a tailored design, and the continuous optimization of our website. We also use the tracking tools to statistically record the use of our website and evaluate it for the purpose of optimizing the content we show you. These interests are legitimate in the sense of the abovementioned provision.

a) Google Analytics

For the purpose of customizing and continually optimizing our pages, we use Google Analytics, a web analytics service provided by Google Inc. (1600 Amphitheater Parkway, Mountain View, CA 94043, hereinafter "Google"). In this context, pseudonymised usage profiles are created and cookies (see paragraph 4) are used. Information is generated by the cookie about your use of the website:

- browser type / version,
- used operating system,
- Referrer URL (the previously visited page),
- IP address,
- time of server request,

This information is transmitted to a Google server in the US and stored there. The information is used to evaluate the use of the website, to compile reports on website activity, and to provide other services related to website activity and internet usage for the purposes of market research and tailor our website design. This information may also be transferred to third parties if required by law or if third parties process this data on our behalf. Under no circumstances will your IP address be merged with any other data provided by Google. The IP addresses are anonymized, so that such a merger is not possible (IP masking). Google complies with the US-EU and US-Swiss Privacy Shield Agreements and is registered with the US Department of Commerce's Privacy Shield Programs.

You can prevent the installation of cookies by setting your browser software accordingly; however, we must point out that in this case not all features of our website may be fully functional.

In addition, you may prevent the collection of data generated by the cookie related to your use of the website (including your IP address) and the processing of this data by Google by downloading and installing a browser add-on.

For more information about privacy related to Google Analytics, see the Google Analytics Help Center.

6. Your rights

You have the right:

- according to Article 7(3) GDPR, to revoke your consent to our processing of your personal data at any time. As a result, we will not be permitted to continue data processing based on your consent in the future;
- in accordance with Article 15 GDPR, to request access to or information about your personal data processed by us. In particular, you can request information on: the processing purposes, the categories of personal data processed, the categories of recipients to whom your data has been disclosed, and the planned retention period for the data; the existence and the source of personal data if not collected from us, and the existence of automated decision-making including profiling and, where appropriate, meaningful information about those details;
- to immediately request the correction of incorrect or incomplete personal data stored by us;
- to request the deletion of your personal data held by us, unless such processing is required to exercise any right to freedom of expression and information, to fulfill a legal obligation, for reasons of public interest or to assert, exercise or defend legal claims;
- to demand the restriction of the processing of your personal data, where the accuracy of the data is disputed by you, or where the processing is unlawful but you refuse its deletion or, where we no longer need the data, but you require it for the establishment, exercise or defense of legal claims, or you have objected to the processing;
- in accordance with Article 20 GDPR to obtain the personal data that you have provided to us in a structured, standard and machine-readable format, or to request its transfer to another data controller and

to complain to a supervisory authority pursuant to Article 77 GDPR. As a rule, you can contact the supervisory authority of your usual place of residence or work, or where our company has its registered office. For the Netherlands: Autoriteit Persoonsgegevens, PO Box 93374, 2509 AJ The Hague, www.autoriteitpersoonsgegevens.nl. For Belgium: Gegevensbeschermingsautoriteit, 35 rue du Printer, 1000 Brussels, contact@apd-gba.be, www.gegevensbeschermingsautoriteit.be.

7. Right to object

If your personal data is processed further to our legitimate interests in accordance with Article 6(1)f GDPR, you have the right to file an objection against this processing in accordance with Article 21 GDPR, either on grounds arising from your particular situation, or if you simply object to direct marketing. In the latter case, you have an absolute right to object.

If you would like to exercise your right to object, please send an e-mail to info@avhdairy.com.

8. Data security

We use the widely used Transport Layer Security (TLS) technology on our website in conjunction with the highest level of encryption supported by your browser. In general, this is a 256-bit encryption. If your browser does not support 256-bit encryption, we will use 128-bit v3 technology instead. Where an individual page of our website is transmitting in encrypted form, this is indicated by the closed padlock symbol in the status bar of your browser.

We also take appropriate technical and organizational security measures to protect your data against accidental or intentional manipulation, partial or total loss, destruction or against unauthorized access by third parties. Our security measures are continuously improved in line with technological developments.

9. Updating and changing this Privacy & Cookie Statement

This policy is currently valid and was last amended in August 2018.

Due to the continuous development of our website and the contents thereof, or due to changed legal or regulatory requirements, it may be necessary to change this Privacy & Cookie Statement from time to time. Our current Privacy & Cookie Statement can always be found on the Website at:

<https://www.avhdairy.com/privacy>