

# Privacy Policy & General Terms

## Qserve Consultancy B.V.

The privacy of our visitors to QserveCRO.com is important to us and we recognize that protecting your personal information is critical. Here is information on what personal information we receive and collect when you use visit our websites, and how we safeguard your information. We never sell your personal information to third parties.

### 1. Log Files

As with most websites, we collect and use the data contained in log files. The information in the log files include your IP (internet protocol) address, your ISP (internet service provider), the browser you used to visit our site (such as Internet Explorer or Firefox), the time you spent on our site, and which pages you visited and other information. We do not review information on individual users. Rather we look at this information in aggregate to determine how to better structure our website by analyzing which pages are most interesting to visitors and which pages are confusing.

### 2. Forms

If you complete a form (contact form, newsletter signup, tradeshow, whitepaper download, etc.) on our website, we store the information you provide in a secure online CRM tool (Harmony PSA). By completing a form and sharing your personal information with us, you are opting in to receive our email newsletter and other email communications. We always permit you to unsubscribe or opt out of future emails. A one-click unsubscribe link is included in every email. We do NOT sell or share your information with any outside firms.

### 3. Cookies

If you visit our website and download certain documents or watch a video, you may be asked to provide your name, company, email and other information. Doing so may install a cookie on your computer where allowable by law. We collect this information so we can determine which services might be of interest to you. We do not sell or share this information. If you prefer not to have cookies installed on your computer, you may disable cookies in your internet browser.

### 4. Email

To opt out of marketing or newsletter emails, you can click the "Unsubscribe" link that appears in the footer of every email we send.

### 5. Corrections

If you need to correct information that you have provided to us, you can email us at marketing (at) QserveGroup.com or call our NL office at +31 85 74 40 000.

### 6. Security

Informational data (non-credit card) we collect is stored in an online Customer Relationship Management (CRM) tool.

### 7. How to Contact Us

If you have any questions about our privacy policy or potential data misuse, please email us at marketing (at) QserveGgroup.com or call QserveGroup at +31.85 74 40 000 and ask for the Marketing Department. Any changes to the privacy policy will be posted on this page.