



Privacy Statement Van Lanschot Kempfen Investment Banking

Your privacy is important to us. We comply with laws and regulations. These include the General Data Protection Regulation (GDPR) of the European Union and the Dutch GDPR Implementation Act. We treat personal data responsibly and carefully. We do not sell personal data to any third parties. In this Privacy Statement, we will explain how Investment Banking, a business unit of Van Lanschot Kempfen NV, uses, processes, and protects your personal data.

1. When do we publish changes to this Privacy Statement?

Van Lanschot Kempfen reserves the right to amend this Privacy Statement. We will always inform you about any important changes in advance.

2. What is personal data?

Personal data is information that directly or indirectly says something about you as a natural person. Examples include their name, address or telephone number. The table on page 7 shows the categories of personal data that we may process. In this Privacy Statement, we will explain the purposes for which these data may be used and processed, and the rules on which this is based.

3. What does 'processing of personal data' involve?

Processing refers to everything that we can do with personal data, including collecting, viewing, using for our services, storing and destroying thereof.

4. Does this Privacy Statement also apply to your personal data?

Wherever this Privacy Statement mentions personal data of clients, the same applies to personal data of representatives or of people associated with legal entities with which Van Lanschot Kempfen has, or has had, a business relationship.

This Privacy Statement tells you what we may process your personal data for.

5. How do we secure personal data?

It is very important to us that your data and ours are safe. Our staff are bound by strict rules. Our security measures are in compliance with the relevant standards. The Nederlandsche Bank, the Netherlands Authority for the Financial Markets, and the Dutch Data Protection Authority supervise our security measures.

6. How do we deal with data breaches?

A data breach means that personal data has been accessed by an unauthorised person, lost by the responsible organisation, or unintentionally altered. In the event of a data breach, personal data may be exposed to unauthorised individuals. We will report data breaches to the Dutch Data Protection Authority. We will not do so if you are not exposed to any risk.

Furthermore, we will always inform you of such a breach if this is necessary in consideration of any risk to which you may be exposed. Risks may include identity theft or fraud. In such an event, we will inform you about what has happened as well as about the possible consequences. In addition, we will inform you about the measures we have taken in order to mitigate any adverse consequences.

7. What are your rights in relation to your personal data?

Below is a summary of what you can ask us with respect to your personal data. Whether we will be able to accommodate your request will depend on the law. Please bear in mind, therefore, that we will not be able to accommodate to every request. We will respond to your request or answer your question as soon as possible. The processing of your request or question is free of charge, unless the process takes an exceptional effort on our part. If we do decide to charge a fee, we will inform you in advance.

Rectification of personal data, amendments or additions

You have the right to request the rectification of your personal data if it is inaccurate or incomplete.

Inspection of personal data

You have the right to request the inspection of your personal data and to request a copy of the data. In addition, you have the right to ask for information as to how we process your personal data (including the purposes for processing the data and the categories of the personal data).

Deletion of personal data

You have the right to request the deletion of your personal data, for instance when it is no longer necessary for us to hold on to your data or if you have withdrawn your consent for us to use your personal data.

Objection to the processing of personal data

You have the right to object to certain types of processing of your personal data. This is only possible if our processing is based on the legal grounds of 'legitimate interest' (at '8. Why do we process personal data?'), you can find when this applies), in the event of direct marketing, and if personal data are being used for the purpose of statistics.

Restriction of processing

You can ask us to suspend the processing of your personal data temporarily. You may want to do this, for instance, if we are examining the correctness and completeness of your personal data at your request, or if we are processing personal data without authorisation. In addition, you can ask us to do so if you think that you will need the data for legal proceedings or if you have objected to the processing of your data.

Data portability

Under certain circumstances, you can request to obtain the data that you have provided to us for reuse for your own purposes, or ask us to transfer the data to a third party.

To exercise your rights, you can submit a request via privacyofficer@vanlanschotkempen.com.

8. Why do we process personal data?

We process personal data for a variety of different reasons, but only if we have a legitimate interest, a legal obligation, or if it is necessary to perform the agreement with our customers. In other cases, we will ask for your explicit consent. More information can be found below.

Becoming a client

Before a party becomes a client of Van Lanschot Kempen Investment Banking, we are obliged to conduct an investigation. This is referred to as the client acceptance evaluation. The purpose of this evaluation is to find out whether there are any reasons not to accept a certain person or legal entity as a client. At the same time, we will check whether there are any special circumstances that we will need to take into account in providing our services, for instance whether the legal entity or the contact person is exposed to any increased risk as a result of being on a national or international sanctions list. We are allowed to process personal data for the purpose of this evaluation to the extent that we need such data in order to comply with our legal obligation to conduct a client acceptance evaluation. For the purpose of this evaluation, we will collect personal data from the prospect. These data may consist of a copy of their proof of identity, a selfie, personal identification details, financial details, a copy of the shareholders' register of the legal entity concerned, and their criminal record. We will also draw on external sources for this evaluation, including the Chamber of Commerce register, the C6 register for combating money laundering and corruption, the register of financial supervisors, and the Internet. At Van Lanschot Kempen Investment Banking, no legal entity or contact person may provide investment services or ancillary services until the necessary personal data are in our possession.

We may share personal data with other units within Van Lanschot Kempen within the framework of client acceptance research. In the event that a prospect also purchases products from another entity within Van Lanschot Kempen, we may collect information about the prospect concerned from these units, for example to screen prospects for integrity. In addition, personal data may be shared for reasons of fraud prevention, including money laundering. These types of processing take place on the basis of our legitimate interest to run our business with integrity.

Being a client

During the relationship with the client, personal data is processed that is necessary for providing good service, to maintain contact with our clients, and to execute the agreement.

For this purpose, we may use personal identification data, personal characteristics, data about products and services, financial data and communication data. We also use data from external sources, such as public registers (for example, the Chamber of Commerce and the Land Registry). Here too, we only process personal data if it is necessary.

To contact the customer

During the customer relationship, we have contact with the customer. For example, by phone (landline or mobile phone), by e-mail, SMS, post, through an application (app), by using a chat function on the website or the app. For that contact, we use personal identification data. We may process these personal data to the extent necessary for the performance of the agreement with our customers.

Performance of the agreement

We process personal data to fulfil the agreement with the customer. For example, we need personal data when carrying out transactions or providing services to the customer. Also, if there are problems in the relationship with a customer, we may process personal data to find a solution.

Legitimate interest

In addition, we process personal data based on legitimate interests of us or our clients. This means that we may process personal data to optimise our business operations, better serve our customers, and/or ensure the security and integrity of our services. We ensure that the processing of personal data is lawful, proper and transparent.

Recording of communication with clients

We may record the contents of communication, such as telephone conversations and other electronic communication, with clients. We are obliged to do so pursuant to the legal retention obligations (see at '**Legal obligations**') and we need to do so for training and quality purposes (see at '**For training and quality purposes**'). We may also record communication with clients for the purpose of protecting our legitimate interest in files when a dispute with a client arises. Even communication that took place prior to the creation of the relationship with the client may be recorded.

Legal obligations

We process personal data for integrity investigations and fraud prevention, to fulfil our legal duty of care and to prevent money laundering and terrorist financing. More information on this can be found below.

- **Transaction monitoring.** We are legally obliged to monitor our clients' transactions. Without processing financial details and personal identification details, we are unable to comply with this obligation.
- **Statutory retention obligations.** We are required by law to retain certain personal data. This applies, for instance, to information with respect to the client acceptance evaluation, to executed investment transactions and telephone conversations and digital communication with the client if and to the extent that such communications may lead to an investment transaction or an investment service.
- **Information obligations and requests for information.** On the basis of legal provisions, we may be required, on our own initiative or upon request, to disclose personal information about clients to a government agency, tax authority, supervisor or court. For example MiFIR /MiFID II and EMIR may require us (or us on your behalf) or you to report transactions in financial instruments and collateral therewith, to the relevant national competent authority or trade

repository. We have these obligations performed on behalf of us by a qualified and approved report notification mechanism or a stock exchange. Dutch authorities, in turn, may share personal data that are provided by us with other foreign or domestic authorities. Even foreign laws may require us to disclose information to foreign agencies.

For training and quality purposes

We may record the contents of communication, such as telephone conversations and other electronic communication, with clients for training and quality purposes. Clients will be informed in advance. The content of the communication will be recorded in order to train and guide our employees in their contact with clients. We may process personal data for this purpose because it is in our legitimate business interest to improve the quality of our telephone services. A client may, for personal reasons, object to the processing of personal data for training and quality purposes. More information is available at '**Objection to the processing of personal data**'.

The relationship between the client and Van Lanschot Kempen Investment Banking is or will be terminated

If the relationship with the client is or will be terminated, we will retain the collected personal data. We may do this on the basis of statutory retention obligations, for internal analysis, for the settlement of the agreement and the relationship or for use in any disputes that may arise during or after the conclusion of the relationship. For this purpose, we are allowed to process personal data because it is necessary to protect our interests to collect sufficient evidence for a time when a dispute with the client may arise. You may object to the processing of personal data based on this interest for personal reasons. More information is available at '**Objection to the processing of personal data**'. For the settlement of the agreement and the account, we may also collect new personal data, such as financial data and data from public external sources (Land Registry and Chamber of Commerce).

For the safety and integrity of the financial sector and to prevent and mitigate fraud

Fraud investigations into events help to ensure the safety and integrity of the financial sector. For this type of investigation, we can, for instance, access email correspondence with clients and recorded telephone calls or question employees. It is possible that personal data of clients are processed in the process. We may engage third parties, such as lawyers or forensic accountants, to conduct this investigation. We are allowed to process personal data for this purpose because we are obliged to ensure safe and sound business operations and because it is in the legitimate interests of our clients, the financial sector, and our staff as well as in our own legitimate interests as a company.

We may use automated decision-making. This is done only with the intervention of one or more authorised bank employees. This is also the case if the process leading to the decision is the result of automated analysis. Examples include customer due diligence or reporting unusual transactions to the supervisory authority.

For promotion and marketing purposes

Our activities in the field of promotion and marketing consist of acquiring new clients and consolidating the relationship with existing clients. Below, we explain how we handle personal data in this recruitment and maintenance relationship.

Attracting new clients

In order to attract and acquire new clients, we process personal identification data and personal characteristics from external sources and compare them with our clients' personal data. We process personal data of potential clients and prospects in order to contact them within a reasonable period of time. At that time, we will ask for their permission. Consent can easily be withdrawn at any time. For any questions in this regard, please contact privacyofficer@vanlanschotkempen.com.

Furthermore, we will temporarily retain contact details in the event that potential clients have informed us that they are not interested in our services. This will help to avoid unwanted contact. More information is available at '**How long do we keep personal data?**'

Maintaining the relationship with existing clients

Promotion and marketing are used to draw clients' attention to new products and services, or to improve our service to clients. This may take the form of television commercials, for instance, or newsletters and information on our website. At times, we will call clients or send them a personal email. For the purpose of such marketing activities, we are allowed to process personal data such as personal identification details, personal characteristics, data about products and services, and electronic identification details. We have a commercial interest in marketing and promotion, as these activities support our business operations. For personal reasons, clients may object to the processing of personal data on the basis of this interest. More information is available at '**Objecting to the processing of personal data**'.

Analysis and research

We process personal data for analysis and research purposes in order to develop and improve our products and services as well as to enhance our service to clients. In addition, we use analysis to predict and prevent insolvency.

For the development and improvement of products and services, and to enhance our service to clients

Our aim is to provide products and services that best meet the needs of our clients. For this reason, we continually develop new and improve existing products and services. To determine the best way to do this, we analyse the use of our products and services. Wherever possible, we try to avoid the use of personal data and anonymise data in the process.

Furthermore, we conduct customer surveys using polls and interviews for this purpose. This involves processing of personal data such as personal identification details and data on products and services. The personal data are processed with the client's consent and participation is voluntary. Consent can easily be withdrawn at any time.

For any questions in this regard, please contact privacyofficer@vanlanschotkempen.com.

9. Do we disclose personal data to third parties?

We may disclose your personal data to third parties but only if this is necessary within the context of the performance of the agreement, as part of efforts to improve the efficiency of our business operations or if required by law.

Sharing data within Van Lanschot Kempen

We may also share personal data with other legal entities within Van Lanschot Kempen for the acquisition of new clients. These types of processing will take place on the basis of the legitimate interest of the various entities within Van Lanschot Kempen as a whole in order to be able to perform activities for the purpose of acquiring new clients. In addition, we may share personal data with other entities within Van Lanschot Kempen for integrity, fraud prevention, and anti-money laundering purposes (see at '**Becoming a client**').

Business support

We also engage third parties who support our business operations and need to process personal data for this purpose. These parties are referred to as processors. We make agreements with all processors to ensure that personal data are adequately protected. Each third party is selected after extensive due diligence. We demand that your personal data are kept safe also in the hands of these third parties. We are allowed to engage processors and grant limited access to personal data because it is in our legitimate interest to optimize our business operations and provide services.

10. Do we disclose personal data to organisations in countries outside the EEA?

We try to limit the disclosure of personal data to organisations in countries outside of the European Economic Area (EEA) in view of the fact these countries may have lower standards for the protection of personal data. In the exceptional situation that we do need to share such data outside the EEA, we will only do this if it is necessary for the performance of an agreement with a client or after specific measures have been taken to guarantee the safety of the personal data. This is the case for Van Lanschot Kempen (USA) Inc., established in New York in the United States of America, which has access to the systems of Van Lanschot Kempen Investment Banking. Staff of Van Lanschot Kempen (USA) Inc. are bound by the same strict rules and subject to the same security measures that we have in place in our country. In the exceptional situation that we need to grant access to such data outside the EEA, we will only do this if it is necessary for the performance of an agreement with a client, or when there is a legal obligation to do so, and after specific measures have been taken to guarantee the safety of the personal data.

11. How long do we keep personal data?

We apply different maximum retention periods for storing personal data, depending on the type of personal data. The maximum period is 20 years after the termination of the relationship, but this only applies to certain personal data. There are reasons to retain certain personal data longer than the minimum legal retention periods. This may be due to legal proceedings, investigations by regulators, or risk management. If personal data is retained longer than (legally) required, we ensure that the information is not processed for any other purpose. After the expiration of the maximum retention periods, personal data is destroyed.

12. Do we also process special categories of personal data and criminal records?

We are very careful in handling special categories of personal data and criminal offence data. Within Van Lanschot Kempen Investment Banking, such data are processed to a very limited extent. These data will only be processed in order to comply with our legal obligations with respect to client acceptance. In addition, we will only process special categories of personal data with your express consent or at your request or in the event that you disclose special personal data in your communication with us on your own initiative. In the event that a client has consented to the processing of special categories of personal data, this consent can be withdrawn at any point in time.

13. Cookies

Our [cookiestatement](#) explains how we deal with personal data that are processed using cookies.

14. Do you have any questions or complaints?

For general questions or complaints in connection with this Privacy Statement, please contact the data protection officer. E-mail: privacyofficer@vanlanschotkempen.com.

If you feel that Van Lanschot Kempen has violated your rights, you can submit a complaint to the Dutch Data Protection Agency.

For any other questions, you are welcome to contact the Business Support department on weekdays between 8 a.m. and 6 p.m. on telephone number +31 20 348 80 72, +31 20 348 80 74 or email SECB@vanlanschotkempen.com.

15. Where can you find more information on privacy?

For more information in general about privacy, please refer to the Dutch Data Protection Agency website, www.autoriteitpersoonsgegevens.nl.

Appendice

Below is a list of categories of personal data that we are lawfully entitled to process. The Privacy Statement explains for which purposes and on which basis we may process these personal data.

Categories of personal data that may be processed

Personal identification details	Name, address, city, postcode, email address, telephone number, signature, selfie
Personal characteristics	Age, gender, date of birth, marital status, nationality
Electronic identification data	IP address, cookies
Communication data	Information recorded from face-to-face interactions, interactions by telephone, email, app, letter; recordings of conversations about services; recordings of complaints and queries
Special personal data	Data as referred to in Article 9 of the General Data Protection Regulation
Criminal record	Information pertaining to criminal convictions and criminal offences
Miscellaneous personal data	Citizen service number, National Register number

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