



# Privacy statement Ask Roger!



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## 1 Personal data that we collect

Ask Roger collects personal data to be able to work effectively and to offer you the best experiences with our applications, platforms and services (hereafter: products). You give a number of these details directly to us, for example when you purchase or use our applications, platforms and services, ask for support on our helpdesk, when you subscribe to the newsletter or visit an Ask Roger! event.

We also receive data from third parties. We protect data obtained from third parties according to the methods described in this statement, supplemented by any additional restrictions that the source of the data imposes. These external sources change over time, but have been below so far:

- Partners with whom we offer joint services or with whom we develop joint marketing activities, and
- Publicly accessible sources such as public government databases or other data in the public domain.

You have decision-making power with regard to the data that we collect from you. When you are asked to provide personal information, you can refuse this. You will be asked for permission whereby this permission can only be used for this purpose. But if you choose not to transfer data that is necessary to provide a product or service, you may not be able to use that product or service.

The information we collect depends on the context of your interaction with Ask Roger.

The following data can be collected by us:

- Name and first name incl. Insert
- Company Name
- Email address (business)
- Telephone numbers (business)
- Sex (in connection with the correct salutation)
- Job description
- Function name
- Fax machine
- Email permission yes / no
- Language

**Payment details.** We collect data needed to process your payment when you make purchases, such as the IBAN number of your organization but never of a natural person.

## 2 How we use Personal Data

Ask Roger uses the collected data for two fundamental purposes, which are described in more detail below: (1) to be able to do our work and offer the products (and to improve and adapt to personal preferences), (2) to be able to send messages, including promotional messages.

Deliver and improve our products. We use data to deliver and improve the products we offer, for the essential business operations and to comply with laws and regulations. This includes working with the products, maintaining and improving the performance of the products, developing new functions, conducting research and providing customer support. Below you can see a number of examples of such applications:

- Deliver the products. We use data to conduct your transactions with us and to deliver our products to you.
- Operational management: Daily business operations, product development



- Customer support \*. We use data to diagnose product problems, to repair customers' devices and to provide other customer and support services.
- Product activation. We use data such as type of device and application, location and unique identifiers of devices, applications, networks and subscriptions to activate software and devices that need to be activated.
- Product improvement. We use data to continually improve our products, for example by adding new functions or possibilities. For example, we use error reports to improve security features.
- Security and dispute resolution. We use data to protect the safety of our products and our customers, to detect and prevent fraud and to check the validity of software licenses
- Business activities. We use the data to develop analyzes and Business Intelligence as a service to our customers. This is done on behalf of a customer or his / her intermediary.
- Communication. We use data to communicate with you and to make our communication with you as personal as possible. For example, we can contact you by phone, e-mail or otherwise to inform you when a subscription expires, discuss your license account with you, let you know when security updates are available, inform you, for example about a request for service or repair, invite you to participate in a survey or tell you that you need to take action to keep our services active, or install an update against a security leak, etc.

In addition, you can always subscribe and unsubscribe to e-mail subscriptions. You should consciously choose whether you want to receive promotional messages (newsletter) from Ask Roger by e-mail.

What you say in your e-mails, chats, video calls or voicemails or mentions in your documents, photos or other personal files, other than via direct communication with Ask Roger!, is not collected and used by Ask Roger.

## 2.1 Software and Devices for enterprises

Software and devices sometimes collect data to work effectively and provide you with the best experience. The information that we collect depends on the functions you use and on your configuration and settings, but usually only device and usage data. Customers can decide for themselves what data they offer. For example:

- During installation or when you upgrade enterprise or developer software, we may collect device and usage data to determine if there are problems.
- When you use enterprise software or devices, we may collect device and usage data to obtain information about your operating environment and to improve security functions on that basis.
- If enterprise software or an enterprise device crashes, you can send an error report to Ask Roger if desired. We can then make a better diagnosis of the problem and give the right support.

## 3 Reasons why we share personal data

We share your personal information with your consent or, if necessary, to complete a transaction or to deliver a product that you have requested or authorized. For example, we only share your content with third parties if you give us permission to do so. For example, when you purchase a product from an external manufacturer such as Microsoft and Cisco. It may happen that we have to provide certain information before a transaction can take place. In most cases this is not necessary. The privacy statement of these manufacturers then applies and can be requested from us on request.

When you provide payment information to make a purchase, we will share payment information with banks and other entities that process payment transactions or provide other financial services, and for preventing fraud and reducing credit risk.

In addition, we share personal information between affiliates and subsidiaries managed by Ask Roger.



We also share personal information with sellers or representatives who work on our behalf for the purposes described in this statement. For example: when protecting and securing our systems and services, access to personal data may be required to provide these functions.

In such cases, these companies must comply with our privacy policy and data security requirements and are not permitted to use personal information they receive from us for other purposes. These parties must also demonstrate that they are GDPR compliant.

And finally, we will access personal data as described in Chapter 2 and transfer, disclose and retain it, if we believe in good faith that this is necessary to:

1. comply with applicable legislation or respond to applicable legal procedures, including procedures instituted by the judiciary and police or other governmental authorities;
2. protect our customers, for example to prevent spamming or attempts to deceive the users of the products, or to prevent loss of life or serious personal injury;
3. maintain and maintain the safety of our products, including preventing or stopping an attack on our computer systems or networks; or
4. protect the rights or property of Ask Roger, including the enforcement of the conditions for the use of the services; however, if we receive information that shows that someone is using our services to trade stolen intellectual or physical property of Ask Roger, we will not investigate personal customer content ourselves, but we can refer the matter to justice and police.

Please note that some of our products contain links to third-party products whose privacy policy differs from that of Ask Roger. If you provide personal data to one of those products, your data will fall under the privacy policy of the manufacturer of the relevant product.

## 4 Subprocessors

Ask Roger! makes use of subprocesses that Ask Roger! support in the services of its customers. Below is a list with the relevant subprocessors:

Naam	Categorie	Doel	Extra
<b>Microsoft</b>	Supplier	Software services	<a href="https://www.microsoft.com/en-us/trust-center">https://www.microsoft.com/en-us/trust-center</a>
<b>Mailchimp</b>	E-mail marketing	Sending newsletter to our customers	<a href="https://mailchimp.com/legal/privacy">https://mailchimp.com/legal/privacy</a>
<b>Exact Software via Computer plan</b>	ERP software	Company software for ERP/CRM	<a href="https://www.computerplan.nl/privacy-en-cookies/">https://www.computerplan.nl/privacy-en-cookies/</a>
<b>TopDesk</b>	Servicemanagement software	Software used to manage our services (like technical support)	<a href="https://www.topdesk.com/nl/privacyverklaring/">https://www.topdesk.com/nl/privacyverklaring/</a>
<b>Cisco Systems</b>	Supplier	Software/hardware	<a href="https://www.cisco.com/c/nl_nl/about/legal/privacy-full.html">https://www.cisco.com/c/nl_nl/about/legal/privacy-full.html</a>
<b>Comstor</b>	Supplier	Software/hardware	
<b>Ingram Micro</b>	Supplier	Software/hardware	<a href="https://corp.ingrammicro.com/privacy-statement.aspx">https://corp.ingrammicro.com/privacy-statement.aspx</a>
<b>OneCentral</b>	Supplier	Supplier Cloud environment	<a href="https://onecentral.nl/privacy-statement/">https://onecentral.nl/privacy-statement/</a>
<b>Workstream people</b>	Supplier	Supplier Cloud environment	<a href="https://anywhere365.io/privacy-policy/">https://anywhere365.io/privacy-policy/</a>



## 5 Right of access, rectification, deletion or data portability

As a data subject within the European Union, you have more extensive rights than before in the GDPR / AVG.

You can contact Ask Roger! make a request for access to your personal details via the email address [privacy@askroger.nl](mailto:privacy@askroger.nl).

You can also use [privacy@askroger.nl](mailto:privacy@askroger.nl) for requests for correction of personal data and removal of personal data

Your request will be evaluated within 48 hours and provided with a response regarding whether or not your request will be processed. Ask Roger! You can contact us by telephone to, for example, explain your request or remove ambiguities.

In order to provide requests for correction or removal, the identity of the person concerned must be definitively determined.

Ask Roger! keeps the requests and their follow-up in a log. We do this in order to be able to submit to the supervisory authorities that we have processed a request and what actions we have carried out for this.

- Personal data can be requested by the person concerned. For this the following process has been adjusted: Send an email with your request to [privacy@askroger.nl](mailto:privacy@askroger.nl);
- We will check your identity and confirm that you are who you say you are;
- If you are a valid person to make this request, this will be confirmed and you will be notified of the status and if your request will or will not be considered;
- We will contact you by telephone to discuss your request. We do this to ensure that you receive the correct information and determine in which context you want to view this data and how extensive this should be. This prevents unreasonable work being done when this may not be necessary.
- We will collect your data in the systems we use and will instruct our processors to make your data transparent;
- We will, depending on your request:
- Share the data with you in Excel format via a secure connection (IPsec). A log is kept with inspection requests to demonstrate to authorities that the request has been met .;
- Adjust the data at your request and share these changes in Excel format with you through a secure connection. A log is kept with change requests to demonstrate to authorities that the request has been met;
- Share the possibly deleted data with you in Excel format and share them with you through a secure connection. A log is kept with delete requests to show authorities that the request has been met.

The date and time the notification is made and the date and time that it was processed is recorded in a log.

If sending data by a secure connection is not possible, the Microsoft Azure information protection tool will be used so only the authorized user can access the information.

If providing the data in Excel is not possible, for example because the data technically can't be shared by Excel, an alternative format will be considered in consultation with the person concerned.

Only the information about the person concerned will be shared. Ask Roger! shall take all necessary measures to ensure that no other information is shared with the person concerned that identifies the identity of another natural person

All privacy requests which Ask Roger! receive will be logged. This also applies to the follow-up and settlement of the request.



## 6 Rejection of requests from the person concerned

When Ask Roger! has the opinion that the request is not justified or has no possibility to comply with this request, then Ask Roger! send a written substantiation on the basis of which no information is provided within a reasonable time, but at least within one month.

Ask Roger! will in this case provide a written explanation why the request can't be honored.

The user must also identify himself to establish that this person is actually the person concerned. Without clear identification, requests will not be accepted.

In the case of a data breach that presumably, at the discretion of Ask Roger!, caused personal or confidential information has been leaked, data controller will be informed as quickly as possible and without unreasonable delay.

The nature of the leak, the risk and the possible impact will be described.

After the occurrence of a data breach, this incident will be further monitored by the products and processes department. On the basis of the type of incident and the impact, this department will investigate how to prevent such an incident in the future.

Required actions will be recorded and set out within the internal organization. Monitoring on these actions will take place to ensure that they have an effect to prevent a similar leak.

## 7 Cookies and similar technologies

Ask Roger uses cookies (small text files stored on your device) and similar technologies, with the help of which our services can be provided and data can be collected. The text in a cookie often consists of a series of numbers and letters that uniquely identifies your computer.

You give us separate permission to collect cookies by our website.

Ask Roger uses cookies and similar technologies for various purposes, including (varies by product):

**Saving your preferences and settings.** Settings can be stored on your device to ensure that our websites can work properly, or to keep your preferences for a longer period of time.

**Security.** We use cookies to detect fraud and abuse of our websites and services.

**Analysis.** In order to offer our products, we use cookies and other indications to collect usage and performance data. For example, we use cookies to count the number of unique visitors to a web page or service and to develop other statistics about the activities of our products, but these can't be traced back to a natural person.

**Performance.** Ask Roger uses cookies for load sharing, to ensure that websites remain active and working.

The Ask Roger! websites are outsourced and the above data can be processed by this party. The processor agreement can be made with Ask Roger! are requested via [privacy@askroger.nl](mailto:privacy@askroger.nl)

Finally, Ask Roger websites often contain web beacons or similar technologies from third-party analysis providers, with which we can compile aggregate statistics about the effectiveness of our promotional campaigns or other actions. With these technologies, analytics providers can set or read their own cookies or other identifiers on your device, allowing them to collect data about your online activities across applications, websites or other products.



## 8 Notification to end users

Many Ask Roger products and services are intended for use by organizations (B2B) and are managed for you and your organization. Your use of Ask Roger products may be subject to any policy of your organization. If your organization manages your use of the Ask Roger products, ask your administrator for your privacy questions.

Ask Roger is not responsible for the privacy or security applications of our clients.

## 9 Other important privacy information

Ask Roger complies with applicable data protection laws that apply within the European Economic Area, including, if applicable, the following rights:

- If the processing of personal data takes place on the basis of your consent, you have the right to withdraw your consent at any time for future processing;
- You have the right to request access to and rectification of your personal data to us, a data processor as described in the law;
- You have the right to object to the processing of your personal data; and
- You have the right to file a complaint with a data protection authority.

For this you use the email address [privacy@askroger.nl](mailto:privacy@askroger.nl)

When we process personal data about you, we do so with your consent and / or as needed to deliver the products you use, run our business, meet our contractual and legal obligations, too secure our systems and meet other legitimate interests of Ask Roger, as described in the sections "How we Use Personal Data" and "Reasons Why We Share Personal Information" above. When we transfer personal data from the European Economic Area, we do this on the basis of various legal mechanisms, as described in "Where we store and process personal data" below.

## 10 Security of personal data

Ask Roger is committed to ensure the security of your personal data. We use various security technologies and procedures to protect your personal data from unauthorized access, use or disclosure. For example, we store the personal data you provide on computer systems that are restricted and in secure buildings.

Also Ask Roger! Is using a document encryption for data that is shared via email, for example, where certain information is only visible to authorized persons.

All Ask Roger! workstations have Microsoft Intune Anti-Virus and Anti Malware which is compulsorily updated automatically.

These workstations are also encrypted, preventing unauthorized access to personal data in the event of loss, theft or negligence.

All mobile devices used by Ask Roger! are equipped with Apple mobile device management and can be blocked or deleted in case of loss, theft or negligence. This procedure can also be followed when an employee leaves the company.

Ask Roger! has an Intrusion Detection Service (IDS) for unauthorized access to personal data or the Ask Roger! Network





## 11 Where we store and process personal data

Data collected by Ask Roger is stored and processed in the Netherlands. However, third party products and services such as Microsoft can deviate from this. Microsoft has large data centers in Australia, Brazil, Canada, Germany, Finland, France, Hong Kong, Ireland, India, Japan, Korea, Malaysia, the Netherlands, Austria, Singapore, the United Kingdom and the United States. The primary storage location is usually located in the region of the customer or in the United States, often with a backup to a data center in another region. The storage location (s) are chosen to work efficiently, improve performance and make redundant backups to secure the data in the event of a malfunction or other problem.

These parties take steps to ensure that the data they collect is processed according to the provisions of their own privacy statements and the requirements of the law applicable to the location where the data is located.

## 12 Storage of personal data (retention)

Ask Roger stores personal data as long as necessary to provide the products, services and to handle the transactions you have requested, or for other essential purposes, such as compliance with our legal obligations, resolving disputes and enforcing our agreements. Because the need to store data can vary per data type and per product context, the actual retention periods may differ considerably. The criteria for determining the retention periods include:

How long is the personal data needed to deliver the products and for our business operations? This includes matters such as maintaining and improving the performance of these products, keeping our systems safe and maintaining adequate business administration and financial administration. This is the general rule that applies as the starting point for most storage periods for data.

- Do personal data contain sensitive information? Ask Roger! does not collect special personal data or criminal data about its relations.
- Has the user given permission for a longer retention period? If this is the case, we will retain the data in accordance with the period for which you have given permission.
- Does Ask Roger have a legal, contractual or similar obligation to keep the data? Examples include legally required retention periods in the relevant jurisdiction or obligations from government authorities to retain data that is relevant to an investigation or data to be retained in connection with a lawsuit.

## 13 Changes to this privacy statement

We will update this privacy statement as necessary to include feedback and customer changes in our products. When we make changes to this statement, its date will appear at the top of the statement under Last Updated. In addition, the changes are described on the page privacy page on our website.

## 14 Contact us

If you have a question or complaint about privacy, please contact us via [privacy@askroger.nl](mailto:privacy@askroger.nl)

Unless otherwise stated, Ask Roger is responsible for processing the personal data we collect as described in this statement.