

Privacy Policy QVQ

Last updated: 1st of September 2026

This privacy statement explains how QVQ, located at Universiteitsweg 101, 3584CG Utrecht, The Netherlands, processes personal data.

For questions about this privacy statement or the processing of personal data, please contact:

QVQ Holding B.V.

Address: Universiteitsweg 101, 3584CG Utrecht, The Netherlands

Email: office@qvquality.com

Phone: +3130-2085001

Chamber of Commerce number: 30274082

VAT number: NL821517168B01

QVQ Holding B.V. (referred to as “we”) understands that your personal information (information that can be used to identify directly or indirectly a specific individual) is of great value and concern to you. This privacy policy describes how we collect, hold, and use information about individual persons visiting our website, including our webshop or interacting with our employees or representatives in person, over the phone, by email or other written communication.

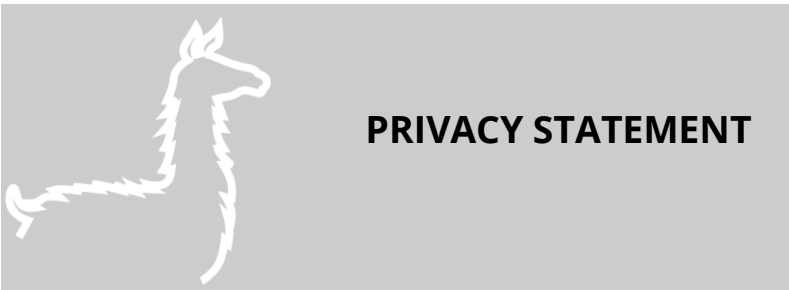
Information you provide to us

When you contact us to obtain information regarding the services we provide, when you enter into a contract for services provided by us, when you enter into a contract to provide us with your products or services when you apply for a position in our company, whether it is via our website, webshop or with our employees in person, over the phone or by email, we collect information about you and/or the company you represent (e.g. your name, institute, address, email address, phone number, fax number and so on).

How we use the information

We use the information collected via our website, provided to our employees in person, over the phone or by email to provide requested services and information and to overall fulfil a contractual obligation with a client or supplier. We have a legitimate interest in processing this personal information for purposes such as:

- General communication – clarifying our questions, exchanging information and carry out marketing and sales
- Documenting activities – meetings, events, agreements, and others
- Settlement of transactions – payment, invoicing, and contract management
- Logistics – transportation
- Purchases from the webshop



In this context, the processing of your personal information is generally necessary to the execution or the performance of contract research. If you do not wish that we to process your personal information, we may or will be obliged to refuse to engage into such a contract.

Our website is also used as a platform for submitting job applications. The information collected via the website is processed for the sole purpose recruitment processes, present or future.

We have a legitimate interest in processing personal information during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims.

For processing your personal information, we will follow any relevant procedure to allow you to be fully informed and then either clearly accept or refuse the processing of the information.

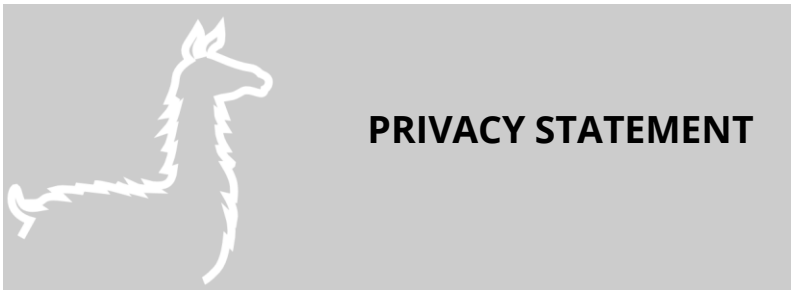
If your application is not successful, we may keep your personal data on file in case there are future employment opportunities for which you may be suited. We will ask for your consent before we keep your data for this purpose, and you are free to withdraw your consent at any time.

Webshop, WooCommerce orders and customer accounts

Our webshop uses WooCommerce to process orders and manage webshop functionality.

When a customer places an order, we process the personal data needed to handle the order, payment, delivery, customer service and administration. This may include:

- Name;
- Billing address;
- Shipping address;
- Email address;
- Phone number;
- Company name;
- VAT number, where applicable;
- Purchase order number, where applicable;
- Ordered products;
- Order amount;
- Payment method;
- Payment status;
- Delivery details;
- Customer notes;
- Order history.



If a customer creates an account, we also process account-related data, such as username, encrypted password, saved addresses and order history.

Customers are responsible for keeping their account login details confidential.

Payments

Payments may be processed by external payment providers, such as ideal/Wero, Bancontact, ApplePay, PayPal.

When a customer selects a payment method, the relevant personal data may be shared with the payment provider to process the payment. This may include name, email address, order amount, payment method, transaction reference and payment status.

Payment providers may also process personal data as independent controllers under their own privacy statements. If a purchase order payment option is used, we may process the purchase order number provided by the customer. This is used to register and administer the order.

Sharing your information

We do not rent or sell your personal information whether you are client/supplier or prospective client/supplier —whether it is your personal information or the fact that you are or may become a QVQ client/supplier—to anyone.

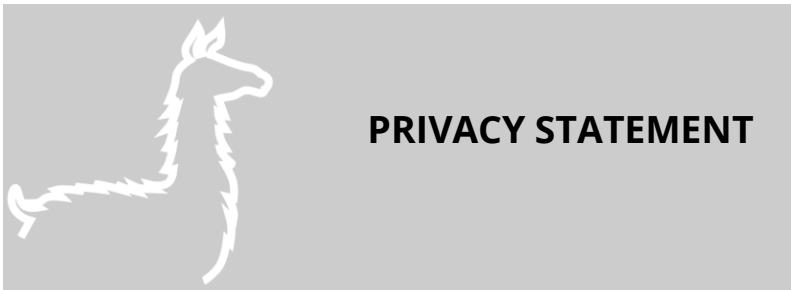
In order to carry out your requests, respond to your inquiries, in order to directly or indirectly fulfil a contractual obligation with you or for some other legitimate purpose, we may have to share your personal data with employees and third-party service providers that perform functions on our behalf, such as postal or delivery services companies, law firms, consultancy firms and advisors, and in response to any government or regulatory agency.

The personal information we provide to them is the absolute necessary to perform their functions and may not be used in any circumstance for any other purpose. Furthermore, they must process this personal data in accordance with our Privacy Policy, as sensible and confidential, and as permitted by applicable data protection laws and regulations.

We do not share any of the personal information provided during the application process to a specific job opportunity or a spontaneous application with any third party with the exceptions mentioned thereafter. If we decide to hire you, we will be required to share some of your personal information to comply with our legal obligations. For example, your information will have to be shared with entities such as the Dutch Tax and Customs Authority, Dutch Social Security System, an Occupational Health and Safety company and an insurance company. We may also share some of your personal information with our lawyers for the purpose of preparing our contract.

Legal disclosure

We may transfer and disclose your personal data to third parties:



- to comply with a legal obligation
- when we believe in good faith that an applicable law requires it
- at the request of governmental authorities when conducting an investigation
- to detect and protect against fraud, or any technical or security vulnerabilities

Information security

We take appropriate technical, organizational, and administrative steps to protect any personal information we hold in our records from access, loss, misuse, alteration, and destruction. Currently, the CEO, Edward Dolk has the role of DPO that has been designated with the responsibility for safeguarding personally identifiable information. However, no company or service can guarantee complete security.

Information storage

We will retain your personal data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

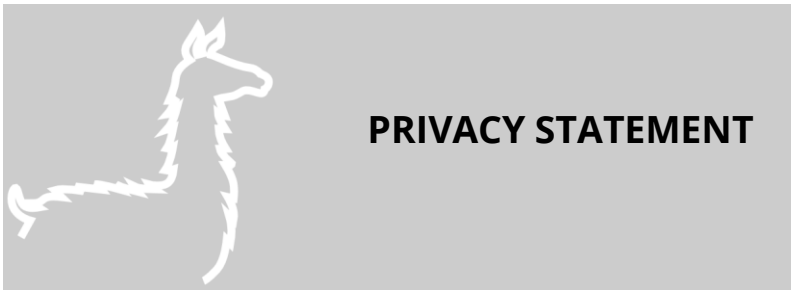
We will also retain usage data for internal analysis purposes. Usage data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or we are legally obligated to retain this data for longer time periods.

Your rights in relation to your personal information and how it is processed by us

You have rights in relation to your personal data how it is processed, and those rights can be exercised at any point. We have provided an overview of these rights and the appropriate contact information in case you wish to exercise them.

You have the right to:

- be provided with clear, transparent, and easily understandable information about how we use your personal Information and what are your rights with regards to that formation
- access, correct or update your personal data at any time
- be forgotten and to request that we delete your information. If you wish to do so we will take reasonable steps to respond to your request in accordance with legal requirements
- restrict processing of your personal data
- lodge a complaint directly with any local Supervisory Authority about how we process your personal data
- if you have given your consent to anything we do with your personal data, you have the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal data with your consent up to that point is unlawful). You can withdraw your consent to the processing of your personal data at any moment in time.



Related documents: Personal data policy

Further information and advice about your rights please contact the data protection Regulator in your Country.

If you need to contact us to exercised one of the above-mentioned rights, please use the following contact information:

Contact Person: Edward Dolk
Phone number: +31(0)30-2085001
Address: Universiteitsweg 101, 3584 CG Utrecht, The Netherlands
Email: e.dolk@qvquality.com

We reserve the right to change this Privacy Policy from time to time.

We will not reduce your rights under this Privacy Policy without your explicit consent.