

# COOKIE STATEMENT

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## 1. MAPPING YOUR VISIT OF OUR WEBSITE

### A. COOKIES

- i. A cookie is a small text file that is stored by the browser of your computer, tablet or smartphone when you first visit this website.
- ii. Arcus Nederland B.V. uses different types of cookies:
  - a. Functional cookies: These are cookies with a purely technical functionality. These ensure that the website works properly, so that it can, for example, remember your preferred settings. Using these, we can also optimize our website and the services through our website.
  - b. Analytic cookies by third parties: These cookies can keep track of your online behaviour. These cookies are used by Google Analytics.
  - c. Tracking cookies: These cookies are placed by an external party. By reading these cookies the advertiser recognizes you when you visit a site in which he is also involved. If you continue browsing, personalized ads can be shown. These cookies can also keep track of your online behaviour, which may result in a very specific profile being built by these parties. This profile can be so detailed that it is considered personal data.

### B. CHANGE COOKIE SETTINGS

- i. Your cookie settings were set by you on your first visit to our website. All non-functional cookies can be denied per category. Placement of cookies, other than functional or anonymous analytical cookies, takes place only after an active action by you as a visitor. You can change your settings at any time via our website

### C. LEGAL BASIS OF DATA PROCESSING

- i. Functional cookies: The basis for processing functional cookies is the legitimate interest of Arcus Nederland B.V.. The interest of Arcus Nederland B.V. is based on the need to ensure proper functioning of the website. However, the user's interest in maintaining his or her privacy is not exceeded, as functional cookies do not collect personal data that can be used for marketing or other purposes.
- ii. Analytical and tracking cookies: The basis for processing analytical and tracking cookies concerns the consent given to Arcus Nederland B.V.}. This article provides that the processing of personal data is only allowed if the data subject has given his or her unambiguous consent. The requested consent gives you, the user, control over your personal data and provides transparency on how this data is used.

## 2. COOKIE OVERVIEW

### A. COOKIE NAME, COOKIE TYPE, COOKIE FUNCTION AND THE RETENTION PERIOD

- i. The different types of cookies that the Arcus Nederland B.V. website uses are shown in the table below.
- ii. On arcuseurope.com, there are a total of 31 different cookies. The following cookies are placed on the visitor's hard drive when you visit the Arcus Nederland B.V. website:

### B. COOKIE TABLE

Name	Type(s)	Cookies	Duration
Google	Tracking	__Secure-3PAPISID	End of session
		__Secure-3PSID	End of session
		__Secure-APISID	End of session
		__Secure-HSID	End of session
		__Secure-SSID	End of session
		1P_JAR	End of session
		APISID	End of session
		HSID	End of session
		NID	End of session
		SAPISID	End of session
		SID	End of session
			End of session
			End of session

These cookies are set by Google. Visitor preferences are stored. These cookies are also used for personalised advertising purposes. You can read here (<https://policies.google.com/technologies/partner-sites?hl=en>) how Google uses your personal data. This processing takes place in the United States of America.

Google Analytics	Analytical	_ga	2 years
		_ga_L2PFXS8LM2	2 years
		_ga_YH0CBLD8XM	2 years
		_gat_UA-93680677-1	End of session
		_gid	23 hours

These cookies are set by Google Analytics. These cookies give us a better picture of visitor behaviour on the website. This is used to improve the user experience on the website. This processing takes place in the United States of America.

Google reCAPTCHA	Functional	_GRECAPTCHA	6 months
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Name	Type(s)	Cookies	Duration
Hubspot	Tracking	__hssc	End of session

Hubspot's \_hstc cookie is the most important cookie for tracking visitors. It contains the domain, user tracking tokenk, the first timestamp (first visit), the last timestamp (last visit), the current timestamp (this visit) and the session number (steps for each subsequent session). This cookie keeps track of the sessions. This is used to determine whether HubSpot should increase the session number and time stamps in the \_hstc cookie. When HubSpot changes the session cookie, the cookie \_hssrc is set to determine whether the visitor has restarted his browser. Cookie hubspotuk is used to track a visitor's identity. This cookie is transmitted to HubSpot when submitting the form and is used to deduplicate contacts.

Site Cookies	Functional	PHPSESSID	End of session
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These cookies keep up data entered on the website, so that the use of the website is easier for the user. This may include login data, data that is entered on forms and saving preferences.

Tawk.to	Tracking	ss	End of session
		TawkConnectionTime	End of session
		twk_idm_key	End of session

These cookies are placed by Tawk.to and are used in combination with the live chat. This cookie keeps track of the page on which the user is located, so that the user can be reactively addressed via the live chat.

Unclassified		abj404_solution_REQUEST_URI	End of session
		abj404_solution_REQUEST_URI_SHORT	End of session
		abj404_solution_REQUEST_URI_UPDATE_URL	End of session

YouTube	Tracking	CONSENT	2 years
		DEVICE_INFO	6 months
		VISITOR_INFO1_LIVE	6 months
		VISITOR_PRIVACY_METADATA	6 months
		YSC	End of session

These are cookies that are placed by YouTube to analyze the behavior of visitors. A YouTube video is placed on the site and when the user views it, information is released.

### **3. GOOGLE ANALYTICS**

#### **A. GOOGLE**

- i. Through our website a cookie is placed of a company called Google. These cookies are part of the "Analytics" service. We use this service to investigate how you as a visitor use our website. Google makes insightful reports about this for us.
- ii. Google may provide this information to third parties if Google is legally obliged to do so, or if third parties process the information on behalf of Google. Arcus Nederland B.V. has no influence on this.
- iii. You can read here (<https://policies.google.com/technologies/partner-sites?hl=en>) how Google uses your personal data and for what purposes it is used.

#### **B. PRIVACY SETTINGS**

- i. By means of this cookie statement we inform you about the use of this type of cookie.
- ii. Arcus Nederland B.V. has concluded a processor agreement with Google.
- iii. The information that Google collects is anonymized as much as possible. However, your IP address is not, so that your location remains traceable.
- iv. We have provided Google with permission to use the gathered data for other products and services by Google companies (like e.g. AdWords and DoubleClick)

### **4. THIRD PARTIES' WEBSITES AND AMENDMENTS**

- i. This cookie statement does not apply to third-party websites linked to our website. It is not possible for Arcus Nederland B.V. to guarantee that these third parties handle your personal data in a reliable and secure manner. However, Arcus Nederland B.V. is committed to ensuring the same level of security of your data.
- ii. Always consult these websites' privacy statement before using these websites.
- iii. This cookie statement is subject to change. When it is changed, you will be asked again to give permission to place the modified cookies. The current version of this cookie statement is 20231121.

### **5. ACCESSING, ADJUSTING OR DELETING YOUR DATA**

#### **A. YOUR RIGHTS**

- i. You have the right to
  - a. access your personal data,
  - b. request an adjustment of your data
  - c. request that less of your data be processed by us,
  - d. apply for the removal of your data,
  - e. have your data transferred to someone else and
  - f. file a complaint as described in article 6.
- ii. If you have any questions or comments about the way Arcus Nederland B.V. processes your data, please send them to [sales@arcus.nl](mailto:sales@arcus.nl).
- iii. Arcus Nederland B.V. wants to be sure that the request has been made by you. That is why we kindly ask that you, along with your request for access, correction or removal, send us a copy of your ID. To protect your privacy, Arcus Nederland B.V. asks you to cover your photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), document number and citizen service number/social security number in this copy.
- iv. Arcus Nederland B.V. will respond to your request as soon as possible, but at least within four weeks.

## **6. RIGHT TO COMPLAIN**

### **A. INTERNAL HANDLING**

- i. If you have any complaints about the processing of (personal) data, Arcus Nederland B.V. would like to clear the air with you in mutual consultation. Please send your complaint to [sales@arcus.nl](mailto:sales@arcus.nl).

### **B. DATA PROTECTION AUTHORITY**

- i. Based on the General Data Protection Regulation, you have the right to submit a complaint to your own Data Protection Authority about our processing of your personal data. You can contact the lead supervisory authority of Arcus Nederland B.V., which is the Dutch DPA (Autoriteit Persoonsgegevens). For more information on your right to complain, please visit the Dutch DPA's website:  
<https://autoriteitpersoonsgegevens.nl/en>.