

# Privacy Policy

This Privacy Policy governs the manner in which

**HydroLogic B.V.**, with a registered office at (3811 HN) Amersfoort, The Netherlands, at the Stadsring 57, registered at the Chamber of Commerce with number 32078787;

**HydroLogic Systems B.V.**, with a registered office at (3811 HN) Amersfoort, The Netherlands, at the Stadsring 59, registered at the Chamber of Commerce with number 32148675 and

**HydroLogic Research B.V.**, with a registered office at (2611 AZ) Delft, The Netherlands, at the Westvest 41, registered with the Chamber of Commerce with number 27339414

(hereafter collectively referred to as 'HydroLogic')

collect, use, maintain and disclose information collected from users (each, a referred to as a "User") of [www.hydrologic.com](http://www.hydrologic.com), [www.hydrologic.nl](http://www.hydrologic.nl), [www.grapecompass.com](http://www.grapecompass.com), [www.hydronet.nl](http://www.hydronet.nl), [www.hydronet.com](http://www.hydronet.com), [www.hydronet.co.za](http://www.hydronet.co.za) websites (hereinafter collectively referred to as the "Site"). This Privacy Policy applies to the Site and all products and services offered by HydroLogic.

HydroLogic is aware of the trust you place in them by using their products. HydroLogic sees it therefore as their responsibility to protect your privacy as much as possible. Through this Privacy Policy HydroLogic informs you about what type of information they collect when you use their products, why they collect it and how they thus improve your user experience.

## How HydroLogic collects and uses collected information

HydroLogic may collect and use Users personal information for the following purposes:

- to improve customer service.  
*Information you provide helps HydroLogic respond to your customer service requests and support needs more efficiently.*
- to personalize user experience and improve the ease of use of the Site.  
*HydroLogic may use information in the aggregate to understand how their Users as a group use the services and resources provided on our Site.*
- to improve their Site.  
*HydroLogic may use feedback you provide to improve their products and services.*
- to run a promotion, contest, survey or other Site feature.
- to send Users information HydroLogic thinks will be of interest to them.
- to send (periodic) emails.  
*HydroLogic may use the email address to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to their mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would*

*like to unsubscribe from receiving future emails, they may do so by contacting HydroLogic via our Site.*

Where reference is made below to technical characteristics of a request, click, display, search or similar, is meant: requested URL, your IP address, time, HTTP referrer URL (sometimes including your keywords in a search engine), user agent string, browser type, screen size, and the like.

### How HydroLogic protects your information

HydroLogic adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

### Personal identification information

HydroLogic may collect personal identification information from Users in a variety of ways, including, but not limited to the following. When Users visit the Site, register on the Site, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities and services HydroLogic makes available on the Site. Users may be asked for, as appropriate, name, e-mail address, mailing address, phone number. Users may, however, visit the Site anonymously, by using the relevant option of their browser. HydroLogic will collect personal identification information from Users only if they voluntarily submit such information to them. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Hydrologic does not record any particular personal information relating to, for example religion or beliefs, race or origin, health, sexual life, criminal, political opinion or membership of an association.

### Non-personal identification information

HydroLogic may collect non-personal identification information about Users whenever they interact with the Site. Non-personal identification information may include the browser name, the type of device and technical information about Users means of connection to the Site, such as the operating system and the Internet service providers utilized and other similar information.

### Sharing your personal information

HydroLogic may use third party service providers to help them operate their business and the Site or administer activities on their behalf, such as sending out newsletters or surveys. HydroLogic may share your information with these third parties for those limited purposes. HydroLogic will not provide personal data of Users to other third parties unless required by law.

## Site visit

When you visit the Site, the technical features of your requests are kept in log files on the HydroLogic servers. This data is stored only for statistical analysis. HydroLogic does not investigate (if that were possible) who is using which IP address at what time and they therefore do not trace this information to you.

## Searches

When you use a search function on the Site, your keywords may be stored in log files on the servers together with their technical characteristics. This data is stored only for statistical analysis.

## Third party websites

Users may find advertising or other content on the Site that link to the sites and services of partners, suppliers, advertisers, sponsors, licensors and other third parties. HydroLogic does not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from the Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to the Site, is subject to that website's own terms and policies.

## Advertising

Ads appearing on the Site may be delivered to Users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile non personal identification information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This Privacy Policy does not cover the use of cookies by any advertisers.

Advertising displays and clicks are registered by HydroLogic and by advertising networks in which Hydrologic participates.

When you click on an advertisement, the technical characteristics of the click can be stored in log files that are kept for the purpose of financial accountability.

## Web browser cookies

The Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

## Google Analytics

HydroLogic may use Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses cookies to help HydroLogic analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on its servers. Google uses this information to track how you use the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties if Google is legally required, or where such third parties process the information on Google's behalf. You may refuse the use of cookies as indicated above. By using this website, you consent to the processing of data by Google in the manner and for the purposes set out above.

## Newsletters

When you subscribe or unsubscribe to any of the HydroLogic e-mail newsletters, the technical characteristics of your changes are saved along with your email address. Your email address will be kept exclusively for the transmission of the newsletter for the full duration of your subscription in the directory. You are free to use an email address that cannot be traced back to your person. You can unsubscribe at any time for any of the newsletters, in a manner that will be described at the bottom of each edition of the newsletter. If you are unable to unsubscribe in this way, then HydroLogic will remove you from the subscriber list upon receipt of a formal written request.

## Contact forms and e-mail

When you fill out a contact form, registration form or information form on the Site, or send HydroLogic an e-mail, the data that you provide to them will be stored by them along with the technical characteristics, for as long as is necessary, based on the nature of the form and/or your message, for a full response, handling and / or accountability in response to your message. Your message can end up in the e-mail archive, where it can be stored as a result of backup procedures and legal obligations for a period of seven years.

## Participating in interactive areas of the Site

When you participate in interactive parts of the Site (such as a forum, membership site or e-learning environment), for which you must register and log in, you are free to enter personal data in your profile, in your signature, in the messages you place on the Site, and the like. This data is stored for an unlimited period and will appear in the relevant section of the Site and will be accessible to search engines. This data is made public by yourself at your responsibility. You are free to use a fictional name (pseudonym, nickname) when registering and you are free not to enter personal data, or to enter fictional personal data and post only anonymous messages. In exceptional circumstances the information posted by you will be anonymised or deleted by HydroLogic upon receipt of a motivated written request to that effect.

When you sign up for activities or services of HydroLogic (such as a learning arrangement with access to an electronic learning environment, training or similar gathering) for which truthful personal data is expected of you, HydroLogic will only use this data for the

particular purpose (including our business, communication regarding the activity, to perform the activity, billing and financial accounting, legal retention requirements and the like).

### Interviews and quotes

When you're were interviewed or quoted on the Site and over time you develop a reasonable objection to the continued publication of the text stating your name, and your name is in fact irrelevant to the reader, HydroLogic is generally prepared to anonymise the interview or quote on your request and replace your name with a fictional name (stating "the name at the request of fictitious person").

### Exceptions: abuse, obligations

In cases or abuse or improper use of our facilities, HydroLogic may deny access to our facilities to specific IP addresses and / or email addresses for a definite or indefinite period. If a third parties interest is harmed by the abuse, HydroLogic can provide the relevant information to these third parties. In cases of abuse HydroLogic may attempt to trace the information to your person, for example in order to contact you, a parent, guardian, teacher, supervisor, manager or the like, report you to the relevant authorities or pursue a claim against you.

HydroLogic will make information available when obliged to do so by the authorities.

### Contacting HydroLogic

Written request to HydroLogic, as described in this Privacy Policy, can be submit by e-mail or by using the contact form. In connection with the many forms of abuse of online communication (including form spam and e-mail spam), HydroLogic cannot guarantee that such a request will reach them. Moreover, experience shows that online requests are often incomplete or inaccurate and do not contain all the information need to deal with the request. HydroLogic therefore only considers themselves bound to an appropriate response to an actual written request. That is, in the form of a proper letter, typed or legibly written on paper, stating the name and address of the sender, dated and signed, containing a clear request including all necessary information, by post to the registered address of HydroLogic, which can be found on the Site.

### Your acceptance of these terms and Changes to his Privacy Policy

By using this Site, you signify your acceptance of this Privacy Policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

HydroLogic has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

### Applicable law

Use of the Site and this Privacy Policy are governed by Dutch law.

This document was last updated on January 19<sup>th</sup>, 2017