CONNEQTECH

CONNECTING MOBILITY

Privacy Statement Conneqtech B.V.

Date

2 June 2026

Summary

Your privacy and the protection of your personal data are of great importance to Conneqtech. This summary briefly explains how we handle your data. In addition to this summary, this document contains a detailed description of how Conneqtech processes your data.

Why do we collect your data?

We collect your data to provide our services and products to you, to assist you with questions, and to inform you about matters that may be of interest to you. In addition, we use your data to improve our services and to comply with legal obligations.

How do we collect data?

- **Directly from you:** For example, when you contact us, use a service, or purchase a product.
- **Through third parties:** For example, when you interact with us via social media.
- **Automatically:** For example, via cookies on our website, which track your preferences and activities.

What data do we collect?

This may vary, but typically includes:

- Your name, contact details, and address
- Payment information (for transactions)
- Location data and technical information (such as IP address)
- Information about your use of our services
- Vehicle data (license plate, frame numbers, VIN, other identifiers)
- Driving speed and driving behavior

What do we do with your data?

- **Service delivery:** Providing products and services
- **Communication:** Contacting you about important matters
- **Security:** Protecting against fraud and other risks
- **Marketing:** Sending newsletters or offers (with your consent)
- **Improvement:** Analyzing and optimizing our services and website

How long do we retain your data?

We only retain your data as long as necessary:

- **Financial data:** Up to 10 years (statutory obligation)
- **Customer contacts:** Up to 10 years, depending on the type of contact
- **Consent-based data:** Until you withdraw your consent, or until automatic deletion after 2 years of inactivity

How do we protect your data?

We take extensive measures to keep your data secure. Only authorized employees have access, and our partners comply with strict European privacy regulations.

What are your rights?

You have control over your data. You may:

- Access, correct, or delete your data
- Object to certain processing activities
- Have your data transferred to yourself or another party

You can exercise these rights by contacting us at **privacy@conneqtech.com**. We will always respond within four weeks.

Complaints

If you are dissatisfied with how we handle your data, please contact us at **privacy@conneqtech.com**. You may also file a complaint with the Dutch Data Protection Authority (**Autoriteit Persoonsgegevens**).

For questions, contact us at **info@conneqtech.com** or visit www.conneqtech.com. We are here to help!

Inhoudsopgave

1. Who are we? 4

2. Why and how do we collect information and data from you? 4

3. What do we use your information for? 5

4. The purpose and lawful basis for processing personal data 8

5. How long do we retain your personal information? 9

6. How is your personal data secured and where do we store it? 9

7. Complaints 10

8. Overview Sub processors 11

1. Who are we?

When you use the services of Conneqtech B.V., it is almost always necessary for us to register your personal data. It is our policy and our objective to handle the personal data we receive from you with the utmost care and transparency. Through this Privacy Statement, we want to inform you how we process your personal data, for what purposes, and in what manner we store and manage such data. This Privacy Statement applies to all personal data we process when you visit our website, use our services, or interact with us in any way.

Conneqtech B.V., leveraging its extensive expertise in the "Internet of Things," offers smart ICT solutions for businesses, organizations, and consumers that enable (traditional) products and services to be connected to the internet. A core component of Conneqtech's services is the collection, management, and analysis of data and user information, including telemetry data from Internet of Things (IoT) devices.

For the purposes of this Privacy Statement, "Conneqtech" refers to:
Conneqtech B.V., a private limited liability company, including its affiliated trade names "Conneqtor," "My GPS Tracker," and "NFNTY."
Conneqtech B.V. is registered with the Dutch Chamber of Commerce under number 63567385 and is located at Hamseweg 22, 3828 AD Hoogland, the Netherlands.

More information about us can be found on our website www.conneqtech.com, or you may contact us via email at info@conneqtech.com or by phone at +31 33 205 3400.

2. Why and how do we collect information and data from you?

Your information and personal data are primarily collected and processed by us in order to provide you with our products and services. We aim to build a long-term relationship with you, so that we can continue to serve you in the future and possibly make offers that may be of interest to you, based on your previous use of our services and your stated preferences.

We collect and process your information and personal data in three ways: directly, through third parties, and automatically.

Directly

We collect and manage data directly from you when you purchase our services and/or products, or when you purchase a product that incorporates our platforms, websites, systems, or apps as an integral component. We also collect data from you when you request information about our products and services, contact us, or otherwise make use of our products and services.

Depending on the service you use, we may process the following personal data:

- Your first and last name
- Your date and place of birth
- Your (billing and postal) address
- Your telephone number
- Your email address
- Your IP address
- Your payment information, including bank account number, credit or debit card numbers, and purchase history
- Your internet browser and device type
- Other personal data you actively provide, such as through our website, by email correspondence, or by phone

If you are not a customer or user of our services, we do not process personal data about you.

When you use our website, we may process:

- Data regarding your activities on our website
- Your IP address
- Your internet browser and device type
- Your responses to surveys or questionnaires, whether submitted online or offline

When you use Conneqtech's portals (e.g., portal.conneqtech.com, premium.mygpstracker.nl, portal.mygpstracker.nl), we may process:

- Your first and last name
- Your company name
- Vehicle license plate number
- Vehicle Identification Number (VIN) or frame number
- Your (billing and postal) address
- Your telephone number
- Your email address
- Your IP address
- Your location data and related information, such as speed, distance, date, time, and usage data
- Your payment information, including bank account number, credit or debit card numbers, and purchase history
- Your internet browser and device type
- Other personal data you actively provide, such as through our website, by email, or by phone

Please note: You are not obligated to provide us with personal data. However, if you choose not to, you may not be able to use our products and services, or only in a limited way.

By means of third parties

We may also collect information about you from third parties. For example, we may collect your name, email address, and other information you share on social media platforms when you interact with us via social media.

Automatically

We automatically collect information—including personal data—when you visit our website or use our services, including our apps. This is done through cookies, web beacons, and other technologies. The automatically collected data may include, but is not limited to: Domain name, Browser type and operating system, Web pages viewed and links clicked, Internet Protocol (IP) address, Time spent on the website and/or using our services, Referring URL or the web page that led you to our website. Where legally permitted, or with your explicit consent, we may combine this automatically collected information with other information we already have about you.

3. What do we use your information for?

We use your information, including your personal data, for the following purposes:

Service delivery

- To provide our products and services to you.
- To accept, verify, process, and deliver orders and returns.
- To process payments.
- For warranty, technical support, or other similar purposes.
- To create and maintain customer accounts.

Supplier management

- To create and maintain supplier records.
- To deliver the requested products and services and to perform other actions necessary for supplier management.
- The data we collect from suppliers is also used for the purposes described in this section.

Customer service

- For purposes related to warranty, technical support, or other similar assistance.
- To respond to your questions and for other reasons why you contact us.

Communication

- To communicate with you through various channels, including post, push notifications in apps or platforms, email, phone, and/or text message.

Administrative purposes

- To manage our inventory.
- To gain better insights into access to and use of our website.
- To provide information and reports to our investors, potential partners, service providers, regulators, and others.
- To implement and enforce security, anti-piracy, fraud prevention, and other services designed to protect our customers, users, suppliers, ourselves, and public safety.
- To enforce this policy, our terms and conditions, and other relevant policies.

Research and development

- To improve our website, products, services, and customer experience.
- To better understand customer and user data.
- For other research and analytical purposes.

Legal compliance

- To comply with applicable legal obligations, such as responding to a subpoena or court order.

Protection of ourselves and others

- When we believe it is necessary to investigate, prevent, or take action against unlawful activities, suspected fraud, potential threats to the safety of any person, or violations of our terms and conditions or this policy.

Marketing

- When legally required, insofar as permitted by law, or with your explicit consent, for marketing purposes, including email.
- For example, we may use your information (such as your email address) to send you newsletters, special offers, and promotions, or otherwise contact you about products, services, or information we believe may interest you.
- We may also use your information to advertise our services on third-party websites or through other channels.

When can we disclose your data?

We may disclose your information, including your personal data, in the following circumstances:

- **Affiliates and subsidiaries** We may share your information with current or future affiliated companies or subsidiaries, for the purposes described under "What do we use your information for?" We may also share your information for storage purposes with entities outside the European Economic Area (EEA), such as companies located in the United States.
- **Users of our website**
  Any username or other information you post on our website—including images, comments, or text—may be visible to all users of our website and may become publicly available once posted.
- **Service providers**
  We may disclose personal data to external suppliers, service providers, contractors, or other third parties to enable them to act on behalf of Conneqtech or its affiliated labels and entities. For example, these service providers may assist us in managing our website, processing data (including job applications, administration, or payments). Conneqtech will conclude data processing agreements with these service providers, obliging them to handle your personal data with due care.
- **Other non-affiliated third parties**
  Where permitted by law, or with your consent, we may disclose your information to third parties with whom we have a marketing or other relationship, for their own marketing purposes.
- **Business transfers**
  We may disclose your information to another entity in the context of, including during negotiations of, an acquisition, merger, sale, or transfer of a business unit or assets, bankruptcy proceedings, or any other similar business transaction.
- **In response to legal proceedings**
  We may disclose your information to comply with the law, legal proceedings, court orders, or other legal processes, such as responding to a subpoena or a lawful government request.
- **To protect ourselves and others**
  We may disclose your information when we believe it is necessary to investigate, prevent, or take action against

unlawful activities, suspected fraud, potential threats to the safety of any person, or violations of our terms and conditions or this policy.

- **Aggregated and anonymized data**
  We may disclose aggregated or anonymized information about you to third parties for marketing, advertising, research, or similar purposes.

Website data

When you use one or more of our websites, certain information is stored automatically, such as:

- The URL you came from
- The URL you are visiting
- The browser you use
- Your IP address
- The date and time of your access
- Information about the hardware, software, and internet browser you use

We use this information for the normal operation and management of our website. We may disclose this information in aggregated form, making it impossible to trace back to any specific individual user.
We are not interested in information that identifies a visitor personally. We are, however, interested in data that shows how our website(s) are used—for example, the number of visitors, the most visited pages, and the busiest times of use.

Customer Service and Support

For the handling of support requests, Conneqtech uses external systems, including Freshdesk and AI tools (such as TextCortex).

Purpose of processing
The purpose is to ensure faster and more efficient handling of support requests, allowing us to assist our customers more effectively and carefully.

Types of data
In this context, the following personal data may be processed, provided by you:

- Contact details (e.g., name, email address, telephone number)
- Bank account number, license plates, chassis or serial numbers
- Content of the support request (e.g., your question, error messages, screenshots, or other information you provide)

Cookies and Tracking Mechanisms

We, along with our affiliated labels and subsidiaries, use cookies, tracking pixels, and other tracking technologies to monitor information about your use of our website and the services available through it. We may combine this information with other data we have received about you.
Cookies

A cookie is a string of text information that a website transfers to the cookie file of the browser on a computer's hard drive so that it can recognize the user. A cookie typically contains the domain name it came from, the cookie's lifetime, and a value (usually a randomly generated unique number). We mainly use cookies for the following purposes:

- Where they are essential for the operation of our website
- To compile anonymous, aggregated statistics to give us insights into how users use our website and to improve its functionality and structure

You can delete cookies yourself, as they are stored on your device. You can use your browser settings or guidance provided by your browser to do so. You may also choose to block cookies by changing your browser settings, or delete previously stored cookies.

Clear GIFs, pixel tags, and other technologies
Clear GIFs are small images with a unique identifier, similar in function to cookies, invisibly embedded in web pages. We may use clear GIFs (also known as web beacons, web bugs, or pixel tags) on our website to track visitor activity, help us

manage content, and compile usage statistics. We may also use clear GIFs in HTML emails to measure response rates, determine whether emails have been viewed, and track whether emails have been forwarded.

Third-party analytics – measuring and analyzing visitor behavior
We use automated tools and applications to evaluate the use of our website and services. These tools help us improve our services, performance, and user experience. They may use cookies and other tracking technologies.
As part of their "Analytics" service, the American company Google places cookies on our websites and apps. We use Google Analytics to gain insights into how visitors use our websites.
The information collected in this way is anonymized as much as possible and stored on Google servers in the United States. Your IP address is explicitly not shared. You can read Google's privacy policy at www.google-analytics.com.

With Google Analytics and Firebase, we collect, among other things:

- The number of unique visitors
- How often users visit our websites
- The pages visited by users
- How long specific pages are viewed
- Which pages users exit from

Google may share this information with third parties if legally required or if third parties process the information on behalf of Google. We cannot influence this. We have not permitted Google to use the data collected via our websites for other Google services beyond those agreed between Conneqtech and Google.
If you wish to opt out, you can download and install the Google Analytics Opt-out Browser Add-on for your browser.

Analysis for Management Information
Some of your data may be used to generate management information, such as your usage patterns, household composition, and the country and province in which you reside. Such data is always fully anonymized and cannot be traced back to you as an individual.

International Transfer of Personal Data

We may use, disclose, process, transfer, or store personal data outside the country where it was collected—for example, in the United States or other countries. These countries may not provide the same level of protection as your home country.
In addition, there may be cases where personal data is transferred to third-party service providers (e.g., in the United States or other countries) to deliver services to Conneqtech, such as payment processing or web hosting.
Conneqtech uses such third-party service providers to process data for supporting services and administrative purposes. Where Conneqtech engages another company for these purposes, we require that party to protect Conneqtech's personal data and prohibit them from using such data for any other purpose.

4. The purpose and lawful basis for processing personal data

Necessary for the performance of the agreement we conclude with you

Your personal data are primarily processed when you purchase one of our products or services. We require your personal data for the execution of the agreement between you and Conneqtech. If you do not provide the requested personal data, you will not be able to use our services, or you will only be able to use them in part. We process your personal data for the following purposes:

- To enable you to use our products and services
- To collect, analyze, manage, store, and process the information obtained, including personal data
- To send you newsletters, emails, and/or offers
- To contact you by phone and/or email when necessary for the execution of our agreement with you
- To inform you about changes to our products, services, and updates
- More generally, to make our products and services possible and to optimize them for you

When processing your personal data, we comply with the requirements set out in the General Data Protection Regulation (GDPR). There is always a valid legal basis for processing your personal data. We make a careful assessment of your interests as an individual and the interests of our organization.

Legitimate business interest

We may process—including storing and protecting—your personal data in the context of improving our services. This may include, but is not limited to, marketing activities, surveys, and research.
By doing so, we are able to continuously improve our services, including by means of direct marketing.
We may also process your data during interactions with our company—via our website or directly with one of our employees—enabling us to handle your questions, complaints, or comments quickly and efficiently. This approach also allows us to build and maintain a long-term relationship with you, which we consider important and actively strive to achieve.

Statutory obligation

The processing—and thus also the storage—of certain personal data is required to comply with statutory obligations.

Consent

Where we require additional personal data beyond what is necessary for the purposes described above, we will request your explicit consent before processing such data.

5. How long do we retain your personal information?

We will not retain your personal data longer than is necessary to achieve the purposes described in this Privacy Statement, unless we have obtained your explicit and documented consent to retain your data longer (for example, to improve our services), or unless we are subject to a statutory obligation to retain your data for a longer period.

Financial data

We retain our financial records for 10 years. This means that all data and documents relating to financial transactions between you and Conneqtech are retained for 10 years after you have purchased our products or services.

Data from customer contact moments

Chat sessions with our customer service are deleted within 14 days after the interaction, unless the content of the messages is relevant to the service or product you have purchased, or to potential future services or products.
Recorded phone calls and WhatsApp conversations are deleted within three months.
Emails sent by us to you, emails received by us from you, and complaints you submit are retained for a maximum of 10 years.

Processing of personal data with your consent

Personal data that we process on the basis of your consent will be retained until you withdraw that consent and inform us of this in writing. If you have not logged in for two years or more, we will automatically anonymize your account information.

6. How is your personal data secured and where do we store it?

We take the security of your personal data extremely seriously. We have implemented both technical and organizational security measures to protect your data against loss or unlawful use, such as unauthorized access. These measures are designed in line with the state of the art and take into account implementation costs, to guarantee an appropriate level of security in view of the risks involved and the nature of the data to be protected.
Our policy is that only those Conneqtech employees who actually require access to your personal data to perform their work are granted such access. All Conneqtech employees are bound by confidentiality agreements to further protect your privacy, and each employee has signed an individual privacy statement.

Your data are stored within the European Union, with the exception of your name and email address.
For the proper functioning of our services, we engage sub-processors. These sub-processors act solely on behalf of Conneqtech and only once they have provided sufficient guarantees regarding technical and organizational security measures. These safeguards include, but are not limited to: Binding Corporate Rules. Approved Standard Contractual Clauses on data protection, The EU–US Data Privacy Framework

Users must protect their username and user ID when using our website and are responsible for any misuse or unauthorized use of our website via their password and user ID. Users are also responsible for maintaining the confidentiality of their passwords. If, as a user, you have reason to believe that your interaction with us is no longer secure (for example, if you believe the security of your account has been compromised), you must immediately contact us at privacy@conneqtech.com or by mail at: Conneqtech B.V. Attn: Privacy Officer, Hamseweg 22, 3828 AD Hoogland, The Netherlands

Your rights: access, rectification, restriction or erasure

You have the right to access, rectify, restrict or erase your personal data. You also have the right to withdraw your consent and to object to our processing of your personal data. Where automated decision-making is used, you have the right to request human review of such decisions.

You may also choose not to provide us with certain information, although this may be necessary to use our products and services.

You have the right to data portability. This means you can request that we send the personal data we hold about you (for example from our systems) to you or to another organization designated by you. To exercise any of these rights, send your request to privacy@conneqtech.com.

To verify that the request is made by you, please include a copy of your identification document with your request and black out your photo, the MRZ (machine-readable zone), passport number, and BSN/Citizen Service Number. We will respond as soon as possible and within four weeks at the latest.

You are also entitled to request restriction of processing where:

- You contest the accuracy of the personal data, pending our correction or verification;
- The processing is unlawful and you prefer restriction over erasure;
- We no longer need the personal data for processing, but you need it for the establishment, exercise or defense of legal claims;
- You have objected to processing based on legitimate interests, pending verification of whether we have compelling legitimate grounds to continue.

Where processing is restricted, we will only process the data with your consent or for the establishment, exercise, or defense of legal claims.

7. Complaints

Conneqtech would like to point out that you have the option to submit a complaint about the way we handle your personal data. You can let us know by sending an email to privacy@conneqtech.com or by sending a letter to: Conneqtech B.V. Attn: Privacy Officer, Hamseweg 22, 3828 AD Hoogland, The Netherlands
We will make every effort to investigate your complaint as quickly as possible and to remedy it where feasible.

You also have the right to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). You can do so via the following link:
https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons

This Privacy Statement was last reviewed and amended on 2 June 2026.

8. Overview Sub processors

Categorie	Dienst	Entiteit	Doel	Tools	Land entiteit	Data-residency	Website
Samenwerking & Productiviteit	Office 365	Microsoft Corporation	E-mail, chat, documenten en samenwerking	Exchange, Teams, SharePoint, OneDrive en Office-apps (Word, Excel, PowerPoint, Outlook, etc.)	USA	EU	https://www.microsoft.com
Samenwerking & Productiviteit	Slack	Slack Technologies, Inc.	Real-time messaging en samenwerking	Slack	USA	EU	https://www.slack.com
Interne groepsentiteit	Conneqtech Zwitserland AG	Conneqtech Zwitserland AG	Wordt uitsluitend ingezet voor noodzakelijke ondersteunende werkzaamheden (zoals implementatie of support).		Zwitserland	EU	www.conneqtech.com
Samenwerking & Productiviteit	Atlassian Cloud	Atlassian Pty Ltd	Issue- en projectbeheer	Jira, Confluence	Australië	EU	https://www.atlassian.com
Infrastructuur & Hosting	AWS (EMEA SARL)	Amazon Web Services EMEA SARL	Cloud-hosting en infrastructuur	AWS	Luxemburg	EU	https://aws.amazon.com
Infrastructuur & Hosting	Google Cloud	Google LLC	Cloud-hosting en analytics	Firebase, Analytics, Google Cloud	USA	EU	https://cloud.google.com
Marketing & Communicatie	Mailerlite	MailerLite Limited	E-mailmarketing en campagne-automation	MailerLite platform	Ireland	EU	www.mailerlite.com
Klantenservice	Freshdesk	Freshworks Inc	Support-ticketing en klantcommunicatie	Freshdesk	USA	EU	https://www.freshworks.com
Analyse & Tracking	Hotjar	Hotjar Ltd.	Website-analytics en gedragsdata	Hotjar	Malta	EU	https://www.hotjar.com
IoT & Telematica	Franson GPS Gate	Franson Technology AB	GPS-trackingplatform	GPS Gate	Zweden	EU	https://www.gpsgate.com
IoT & Telematica	Teltonika	UAB Teltonika	Data van digitale tachografen	Teltonika cloudplatform	Litouwen	EU	https://www.teltonika.lt
IoT & Telematica	Targa	Targa Telematics S.p.A	Voertuig inzichten		Italie	EU	www.targatelematics.com
Recovery	G4S	G4S Secure Monitoring	Het recoveren van assets wanneer deze gestolen worden gemeld.		Nederland	EU	www.g4s.nl
Klantenservice	TextCortex	TextCortex	Support-ticketing en klantcommunicatie	TexCortex	Duitsland	EU	www.textcortex.com
CRM	Zoho	Zoho Corporation Pvt. Ltd.	CRM-platform voor klantbeheer	Zoho-CRM	India	EU	https://www.zoho.com
IoT & Telematica	Here	Here Global B.V.	Route optimization	Here Mapping	Netherlands	EU	www.here.com
IoT & Telematica	Munic	Munic	Voertuigdata	CloudConnect platform	France	EU	www.munic.io