Introduction
In this statement, we want to tell you who we are, what data we process about you, why we collect it, what we use it for and how we store and protect it.

Why? Because your privacy is important to us.

To make this statement more user friendly, we use “we”, “us”, “our” etc. to describe our company “Unit4”.

When we refer to “you”, we mean you as a user of our website, e.g. when you request a demo, ask to be contacted, sign up for our newsletters, sign up for our service etc. or we mean you as our existing customer, to whom we supply our products and services.

When we talk about our “website” we mean: https://www.unit4.com, including our sub-domains and other sites that we own and operate.

On our website, in our emails and on our social-media profiles, we have links to websites that aren’t ours. This statement doesn’t cover how those websites/companies process your data. We encourage you to read the privacy notices on the other websites you visit.

Who are we?
Unit4 Group Holding B.V., (Stationspark 1000, Sliedrecht 3364 DA Sliedrecht, the Netherlands), as well as its affiliated companies (hereafter: “Unit4”). You can find more information about us on: https://www.unit4.com.

This Privacy Statement describes Unit4’s privacy practices in relation to:

• The Unit4 websites.
• The software and services offered by Unit4 to its customers.

Unit4 processes your personal data with due care, in accordance with all applicable laws and regulations, in particular the General Data Protection Regulation (EU) 2016/679 (“GDPR”) and – to the extent it relates to the processing of personal data – any applicable law that amends, supersedes or replaces existing law. Our privacy statement explains what personal data we process, how we do that and how you may object to the processing of your personal data.

1. WHEN DOES THIS PRIVACY STATEMENT APPLY?
This Privacy Statement applies to all personal data that Unit4 processes during the execution of our services, including the personal data of visitors of the Unit4 websites.

2. WHO PROCESSES YOUR PERSONAL DATA?
Unit4 will process your personal data if you visit Unit4 websites or use Unit4’s software and services, as well as the personal data from our existing customers to whom we supply our products, software and services.

3. WHAT PERSONAL DATA DO WE PROCESS?
We may collect and process information in several ways:

3.1 In relation to our software and services:

i) Contact information, such as name, company name, title, email address, mailing address and phone number, financial qualification and billing information, such as billing name and address and the number of users or systems within the organization that will be using our software and services. For additional processing in relation to certain cloud services see Annex 1.

and

In relation to our websites:

ii) Information we get from your use of our services and your visit to our websites. Contact information, such as name, company name, date of birth, home address, e-mail address, IP-address, banking account, and phone number, account user name and password. Information from your Web browser (such as browser type and browser language), your Internet Protocol (“IP”) address, internet service provider (ISP), operating system, date/time stamp, and clickstream data and the actions you take on the Unit4’s websites (such as the web pages viewed and the links clicked). And we also process your preferences for certain products and services. For additional processing in relation to our Alexa Skills see Annex 2.

3.2 Cookies
We use various technologies to collect and store information when you visit a Unit4 website, including cookies. Unit4 has several different categories of cookies. With the "Strictly Necessary Cookies" we do not collect any personal data. However, with the rest of the cookies’ categories there is personal data collection and processing which is happening only after we have acquired your explicit, informed and freely given consent. Some of the cookies allow us to calculate the aggregate number of people visiting our websites and monitor the use of the websites. This helps us to improve our websites and better serve our users. We also use cookies that make the
3.3 Your mobile device

We may provide features that rely on the use of additional information on your mobile device or require access to certain services. Granting us access does not mean that we have unlimited access to that information nor access to specific information without your consent. If permission is granted, we will collect the information for the specific purposes explained when requesting the authorization.

Specifically:

- **Pictures and camera**: We will not access your pictures nor your camera without first getting your explicit permission and we will never scan or import your photo library or camera roll. If you give explicit permission to access photos or camera, we will only use images that you specifically choose to interact with the provided services.
- **Location**: We will not collect or use the location of your mobile device without first getting your explicit permission. Location is only employed to provide the required services.
- **Contacts**: We will not scan or import your contacts stored on your phone without first getting your explicit permission. Only if required for the services we will, with your explicit permission, have access to information that’s stored on your mobile device.

4. USING YOUR PERSONAL INFORMATION – PURPOSES AND USE

Unit4 uses the data we collect for:

4.1 Services

Unit4 processes your personal data in the first place for the execution of an agreement and/or to be able to deliver our services to you. We use the data, for example, to send an invoice or maintain our relationship with you. We also use the data to answer any of your requests for information or to evaluate your application.

Furthermore, for invoicing and payment and use of the system. For the execution of a contract with our customer, to provide customer support and training and to solicit feedback from our customers. Additionally, to provide software and services, preventing or addressing service or technical problems, license enforcement and at a customer’s request in connection with other customer support matters, professional services, or as may be required by law.

4.2 Engagement of third parties

Unit4 may engage other parties to perform (part of) our services to you. To the extent that these third parties need access to personal data to perform such services, Unit4 has taken the appropriate contractual and organizational measures to ensure that your data are processed exclusively for the purposes specified in this privacy statement and in accordance with all applicable laws and regulations.

4.3 Marketing and sales activities

As a customer of Unit4, we are happy to make you offers for our products and services. We do this by phone, email or mail, unless you object to or unsubscribe for this. The Unit4 subscription center is available to update your preferences or unsubscribe.

4.4 Processing of your data on Unit4 websites

We collect and use your personal data on our websites in the first place to deliver our (web) services and communicate with you. To send you materials you request and to send you other marketing materials by email, postal mail or telephone, for instance about our software and services. We might use the information to send details of events, and marketing materials. We also use your contact data to measure our own marketing efforts and performance, analyzing all marketing contact with you, its timing and the extent of its success. We use this information for what is usually called “analytics” essentially to understand how visitors move around our websites, what content is popular and what is not and (either alone or with information about the company you work for) to provide more personalized information about us. We hold this information against a visitor’s IP address, unless a visitor submits contact information to us, in which case we hold this information against a visitor’s IP address, unless we have given them consent for that unless you object to or unsubscribe for this Please, find the procedure below (point 11).

4.5 Processing of your data on Unit4’s career website.
Visitors of the Uni4 career website [https://careers.unit4.com](https://careers.unit4.com), can create a personal account, where they can apply for jobs at Unit4, track their applications and receive job alerts based on their job preferences.

Our Career Privacy Statement explains what personal data we process, how we do that and how you may object to the processing of your personal data. More information about Unit4's privacy practices in relation to the use of Unit4's career website, can be found under [https://www.careers.unit4.com/career privacy statement](https://www.careers.unit4.com/career privacy statement).

This Career Privacy Statement may be updated from time to time.

4.6 Improvement of our services and products and data analysis

Unit4 will also Process your Personal Data to improve her products and services (e.g. for product improvement via artificial intelligence, machine learning etc.) or data analysis.

5. SHARING

If you are visiting our website, Unit4 will share this information with:

5.1 Our customer relationship management software providers (Microsoft Dynamics), marketing automation platform providers and email platforms (such as Microsoft Outlook).

5.2 Unit4 will not simply pass your personal data to individuals or other organizations. Unit4 will only do so if this is compatible with the purpose for which the data was collected. Unit4 will also only do this if one of the following grounds applies:

- With your explicit consent.
- Performing an agreement.
- For legal reasons/obligations.
- IF Unit4 has a good-faith belief that access to and use of the personal data is reasonably necessary to:
  i) meet any applicable law, regulation, and/or court order
  ii) detect, prevent, or otherwise address fraud, security or technical issues and/or
  iii) protect the interests, properties or safety of Unit4, our users or the public as far as in accordance with the law.
- Vital interest of the person concerned or other natural persons as per article 6 of the GDPR.
- Performing a task carried out in the public interest or in the exercise of official authority vested in Unit4.
- Legitimate interest of Unit4.

5.3 We may share aggregated, non-personally identifiable data with our partners, like advertisers, or the public. For example, we may share information publicly to show trends about the widespread use of our services. However, such data would be anonymized beforehand and would no longer comprise personal data.

6. STORAGE PERIOD

Unit4 does not store your personal data longer than is legally permitted and necessary for the purposes for which the data were collected. The storage period depends on the nature of the information and the purposes of processing. The maximum period may therefore vary per use. However, it will be automatically deleted if we do not have a legal ground to process it for a longer period.

7. DATA SUBJECT RIGHTS

Data Subject: the person(s) to whom specific personal data relates.

These rights are inter alia:

7.1. The right to request from Unit4 access to your personal data

Unit4 offers you, if you are the Data Subject, access to the personal data we process. This means you can contact us asking us to inform you about your personal data that we have collected and processed and the purposes such data are used for. Please find below the procedure and contact data (point 11).

7.2 The right to request from Unit4 rectification and/or erasure of your personal data

If you believe we are holding inaccurate personal data, please contact us so we can correct the data. Please find below the procedure and contact data.

You may also ask us to delete your personal data from our systems. We will comply with such request unless we have a legitimate ground to retain the data. Please find below the procedure and contact data (point 11).

7.3 The right to object

You may object to certain use of your personal data if such data are processed for other purposes than necessary for the performance of our services or for compliance with a legal obligation. You may also object to any further processing of your personal data after prior given consent. Please, find below the procedure and contact data (point 11).

If you object to the further processing of your personal data, this may lead to fewer possibilities to use our websites and other services.
7.4 The right to data portability
A Data Subject has the right to receive (as per article 20 of the GDPR) his / her personal data that he / she has provided to a data controller or to take it to another data controller. Unit4 will provide these data on a common format.

7.5 The right to request from Unit4 the restriction of the processing concerning you:

7.6 The right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal;

7.7 The right to lodge a complaint with the supervisory authority.

The above rights do not apply if there is a compelling, justified reason to process the personal data.

8. INFORMATION SECURITY

8.1 We take all reasonable, appropriate security measures to protect Unit4 and our customers from unauthorized access to or unauthorized alteration, disclosure or destruction of personal data we hold. Contact your account manager for details about the security measures relevant to the services you receive. Generic information can be found in our Data protection Statement.

8.2 Should, in spite of the security measures, a security breach occur that is likely to have negative effects to your privacy, we will inform you about the breach as soon as reasonably possible. Unit4 maintains a Data Breach protocol for this purpose. An overview of this protocol is embedded in the whitepaper "Unit4 and the EU General Data Protection Regulation (GDPR)">

9. TRANSFER OF DATA OUTSIDE THE EEA

9.1 Unit4 will only pass on Personal Data from the European Economic Area (EEA) to a country outside the EEA if there is an adequate level of data protection. This will be comparable with the level of data protection applicable for European Union (EU) when it comes to the protection of fundamental rights of individuals. Processor will inform the Controller of this.

9.2 Where processing of personal data takes place in a country outside the European Economic Area (EEA) for which the European Commission has not provided an adequacy decision, processing will only take place provided that there are appropriate safeguards that provide an adequate level of protection for personal data. In such a case Unit4 will comply with the respective obligations in the EU Standard Contractual Clauses (or such other appropriate safeguards that the applicable data protection authority or a competent regulator decides provides for a sufficient level of protection).

10. APPLICABILITY AND CHANGES

10.1 Our privacy statement applies worldwide, to all of the services offered by Unit4.

10.2 Our privacy statement may change from time to time. You can find the latest version on our website: www.unit4.com/terms-and-conditions. We will not reduce your rights under this privacy statement without your explicit consent. If the changes are significant, we will provide a more personal notice.

11. CONTACT DATA AND INFORMATION PROCEDURE

11.1 You may request questions concerning the processing of your personal data, as mentioned under 7, by sending a letter or e-mail, including your name, address, phone number and a copy of a valid ID to Unit4 Group Holding B.V., Corporate Legal Department, P.O. Box 102, 3360 AC Sliedrecht, The Netherlands or privacy@unit4.com.

You will receive a response in writing within 4 weeks of the date on which we receive your request.

Contact data of the Global Data Protection Officer Unit4:

Name: René Bentvelzen
Telephone number: +31882471777
email address: dpo@unit4.com

11.2 When you visit our website, you may unsubscribe from ongoing marketing communications by unsubscribing for this. Unit4 subscription center is available to update your preferences or unsubscribe.

12. COMPLAINTS

If you have a complaint about the processing of your personal data by Unit4, please contact our Data Protection Officer using the contact details above to submit your complaint. As a data subject you also have the right to file a complaint with the supervisory authority.

13. OTHER POLICIES

Other policies of Unit4 can be found on the Unit4 website.

This Privacy Statement may be updated from time to time. Please always check the last version.
Annex 1 – Cloud Based Services

Introduction
This Annex 1 covers how Unit4 collects, uses, discloses, transfers and stores your information in relation to the use of certain Unit4 products and services.

Access to Unit4’s products and services has been provided to you pursuant to an agreement between Unit4 and the organization for whom you work or are associated with (the “Customer Organization”).

Please take a moment to read this statement prior to accessing, downloading or installing any application or software service and to familiarize yourself with Unit4’s privacy practices.

If you continue to access, download or install such application or software service, you will be deemed to consent to the processing of your Personal Information as set out herein.

If you have any questions, please direct these to your Customer Organization or Unit4 (further details provided below).

General terms
Protection of Personal Information
Unit4 takes the security of your Personal Information very seriously. Unit4 services such as smart technology applications, web-based software services and application software protect your Personal Information. Unit4 transmits and stores your Personal Information in accordance with the service specific terms (set out below) and its Information Security Policy and Security Program for Unit4 Global SaaS Operations available at: www.unit4.com/terms and Microsoft’s applicable policies and procedures available at: https://azure.microsoft.com/.

Retention of Personal Information
Unit4 will retain your Personal Information for the period necessary to fulfill the purposes outlined in this Annex 1 unless a longer retention period is required or permitted by law.

International Users
All the information you provide may be transferred or accessed by Unit4 entities around the world as described in this Annex 1 and Unit4 uses internal Data Protection Agreements for the international transfer of Personal Information collected in the European Economic Area and Switzerland. Unit4, as a global company, has a number of legal entities in different jurisdictions which are responsible for the Personal Information which they collect, and which is processed on their behalf by Unit4. Unit4’s global support desk provides support to the Customer Organization.

Our Companywide Commitment to Your Privacy
To make sure your Personal Information is secure, Unit4 trains its staff in data protection, privacy and confidentiality and makes available privacy and security guidelines to Unit4 employees and enforces privacy safeguards within the company.

Objections or Privacy Questions
You can object to the processing of your personal data by sending a letter or e-mail to Unit4 Group Holding B.V., ( Stationspark 1000, Sliedrecht 3364 DA Sliedrecht, the Netherlands), as well as its affiliated companies or privacy@unit4.com to what kind of processing of your personal data you object. Unit4 will respond within 4 weeks.

If you have any questions or concerns about this Annex 1 or data processing or if you would like to make a complaint about a possible breach of local privacy laws, please contact your Customer Organization. Alternatively, you can contact Unit4 direct in writing or by email as set out in the previous paragraph.

Insofar as questions directed to Unit4, such communications are examined, and replies issued where appropriate as soon as reasonably possible.

If you are unsatisfied with the reply received, you may refer your complaint to the relevant regulator in your jurisdiction. If you ask Unit4, Unit4 will endeavor to provide you with information about relevant complaint avenues which may be applicable to your circumstances.

Unit4 may update this Annex 1 re. The use of its products and services from time to time. When Unit4 change the statement in a material way, a notice will be posted on our website.

Service specific terms
Unit4 Receipt Recognition Service
This concerns the Unit4 Receipt Recognition Service (“URRS”) relating to Unit4 Travel and Expenses software service (“Service”) and mobile application (“App”).

Collection and Use of Personal Information
“Personal Information” is data that can be used to identify or contact a single person.

“Sensitive Personal Information” is data that reveals racial or ethnic origin, political opinions, religious and philosophical beliefs, trade union membership or health or sex life.

You may be asked to provide to Unit4, or Unit4 may access, your Personal Information anytime you utilize this App. Unit4 and members of the Unit4 group of companies (“Unit4 Group”) may share this Personal Information with each other and use it in a manner consistent with this Annex 1. They may also combine it with other information to provide and improve Unit4 products, services and content. You are not required to provide the Personal Information to Unit4 via the App and you can choose not to by indicating you will not “Use Unit4 Receipt Recognition Service” and entering all expense information manually. However, if you chose not to do so, Unit4 will not be able to provide you with the services connected with the URRS and the App or the full functionality of the corresponding Service.

Here are some examples of the types of Personal Information Unit4 may collect and how Unit4 will use it:

What Personal Information Unit4 collects

- When you submit a receipt for processing within the App and associated Service, Unit4 may collect a variety of information, including (but not limited to) your name, mailing address, phone number, email address, contact preferences, location and (to the extent disclosed on the receipt) your credit card information.

- We may also collect (non-personal) information including (but not limited to) your occupation, language, post/zip code, area code, unique device identifier, referrer URL, location, and the time zone where the App or Service is used so that we can better understand end user behavior and improve our products and services.

How Unit4 uses your Personal Information

- Unit4 takes your Personal Information as it exists on images of receipts. This information arrives into the Customer Organization’s environment of the Service. The Service will recognize the information contained in those receipts. The Service operates on the Microsoft
Unit4 Wanda Digital Assistant Services

This concerns the Unit4 Wanda Digital Assistant Services ("Wanda Service") relating to Unit4 ERP service ("U4ERP"). The Wanda Service is a service that allows you to interact with U4ERP through a conversational interface (chat). This service may require Personal Information supplied by you in the form of chat messages in order to automatically perform activities on your behalf, such as submit travel requests, absences, expenses and timesheets.

By clicking Allow you give permission and explicit consent to allow the Wanda Service to use and store your Personal Information in accordance with the respective terms of service relating to the Wanda Service and this Annex 1. You are able to change this and other permissions relating to your end user account ("Account") at any time, by contacting the Customer Organization.

Collection and Use of Personal Information

"Personal Information" is data that can be used to identify or contact a single person.

"Sensitive Personal Information" is data that reveals racial or ethnic origin, political opinions, religious and philosophical beliefs, trade union membership or health or sex life.

You may be asked to provide to Unit4, or Unit4 may access, your Personal Information any time you utilize the Wanda Service. Unit4 and members of the Unit4 group of companies ("Unit4 Group") may share this Personal Information with each other and use it in a manner consistent with this Annex 1. This Personal Information may also be used with other information to provide and improve Unit4 products, services and content.

This Personal Information may also be processed by Microsoft, using its cognitive services and Microsoft's privacy terms are found here: https://go.microsoft.com/fwlink/?Linkid=521839.

What Personal Information Unit4 collects

- The Wanda Service is a service that allows you to interact with U4ERP through a conversational interface (chat messages) using a social media service such as Microsoft Teams, Skype or Slack. In order for you to use the Wanda Service using a social media service, Unit4 will require access to your social media profile ID (and potentially other selected account information) and will store this ID in order to identify and remember you. As, access to an application or service has limited lifetime, permitting the application or service to remember you extends the lifetime of your access and should, for example, allow you to login only once. The application or service may ask for permission on your behalf without prompting for permission (including when you are present).

The Wanda Service may require Personal Information supplied by you, in the form of chat messages, to automatically perform activities on your behalf, such as submit travel requests, absences, expenses and timesheets.

How Unit4 uses your Personal Information

- Unit4 takes your Personal Information as you provide it through the conversational interface. This information arrives into the Customer Organization’s environment of the Wanda Service. The Wanda Service will recognize the information contained in the chat messages. The Wanda Service is enabled by the Microsoft Bot Framework (see further details in the section below) and trains itself in the recognition of different messages and different Customer Organizations [and their end users]. The Wanda Service will send detected information back to you for confirmation via the Wanda Service. The Wanda Service stores the chat messages, the detected information and your feedback data and utilizes these to help the program learn and do better next time.

- Unit4 may also use Personal Information to help us create, develop, operate, deliver, and improve our products, services, content and send you important notices.

- Unit4 may also use Personal Information for internal purposes such as auditing, data analysis, and research to improve Unit4’s products, services, and customer communications.

- Unit4 also collects data in a form that does not, on its own, permit direct association with any specific individual. If Unit4 does combine non-personal information with Personal Information the combined information will be treated as Personal Information for as long as it remains combined.

Third party and Social Media services

Your interactions with the Wanda Service are also subject to the social media service’s applicable terms of use, privacy and data collection policies. How your Personal Information is transmitted and stored by your social media service such as Microsoft Teams, Skype or Slack is outside Unit4’s control. As such, Unit4 cannot be responsible or liable for how any such third party makes use of your Personal Information.

The Wanda Service is enabled by the Microsoft Bot Framework. The Microsoft Bot Framework is a service that enables intelligent services and connections using conversation channels you authorize. As a service provider, Microsoft will transmit the content you provide to the Wanda Service in order to enable and run the service. For more information about Microsoft privacy policies please see their privacy statement here: http://go.microsoft.com/fwlink/?Linkid=521839. In addition, your interactions with this bot/service are also subject to the conversational channel's applicable terms of use, privacy and data collection policies. To report abuse when using a bot that uses the Microsoft Bot Framework to Microsoft, please visit the Microsoft Bot Framework website at https://www.botframework.com and use the "Report Abuse" link in the menu to contact Microsoft.

Other privacy policy terms and conditions required by your social media service (such as Microsoft Teams, Skype or Slack) may require your separate acknowledgment and consent.
Annex 2 – Alexa Skills

This Annex 2 describes how Unit4 and its group of companies (“Unit4”, “us” or “we”) protects your (“you”, “the user”) privacy and your data. Before using any of our Alexa Skills (“our skills”), please read this policy and our Alexa Skills Terms of Use, as well as the Alexa Terms of Use and the Privacy Policies by the Amazon Digital Services LLC (with its affiliates, “Amazon”).

Regarding Amazon, “Alexa” means their Alexa Voice Service which includes third party services (like our skills) and other related Software.

If you use one of our skills you fully agree to this Annex 2.

General

When you use our skills you have to talk to Alexa. This voice input is sent to Amazon and us where we use it to understand what our skill should do for you. This is absolutely necessary for our service to give you an appropriate answer.

Data

We never collect or share personal data with our skills.

To improve our services we analyze automatically how often utterances are spoken and other analytics. This is done automatically by Amazon in the Amazon Developer Portal.

For some of our skills it is necessary to save data for you in our databases. This data is only connected to your Alexa-UserId but never to your name or any other personal information.

Changes

Our skills or parts of it may change or be updated at any time. Further, this Annex 2 might change. You can find a link to this policy on the description page of the skill in the Alexa App or in the Alexa Store. Your continued use of our skill after changes of this Annex 2 or the skill itself will be seen as your acceptance of both.

Terms of Use for Alexa Skills

General

This Terms of Use are an agreement between you (the „user”) and Unit4 together with its group of companies (“Unit4”, “us” or “we”). Before using any of our Alexa Skills (“our skills”), please read this agreement and our Alexa Skills Privacy Policy as well as the Alexa Terms of Use by the Amazon Digital Services LLC (with its affiliates, “Amazon”).

Regarding Amazon, “Alexa” means their Alexa Voice Service which includes third party services (like our skills) and other related Software.

If you use one of our skills you fully agree to this Terms of Use.

Disclaimer

Our skills or parts of it may discontinue at any time or might contain errors. You use our skills on your own responsibility. Any information should not be seen as an advice.

Changes

Our skills or parts of it may change or be updated at any time. Further, our Terms of Use might change. You can find a link to this agreement on the description page of the skill in the Alexa App or in the Alexa Store. Your continued use of our skill after changes of the Terms of Use or the skill itself will be seen as your acceptance of both.