

## Introduction

This Privacy Statement applies to all personal data that Unit4 processes when individuals visit Unit4 websites. In this statement we will inform you of who we are, what personal data we process about you when you interact with our website, why we collect it, what we use it for, how we store and protect it and how you may object to the processing of your personal data.

Why? Because your privacy is important to us.

To make this statement more user friendly, we use “**we**”, “**us**”, “**our**” to describe our company, Unit4 Group Holding B.V..

When we refer to “**you**”, we mean you as a user of our website, e.g. when you browse our website, request a demo, ask to be contacted, sign up for our newsletters, sign up for our service, use our chatbot function, apply for a job vacancy, etc. or we mean you as our existing customer to whom we supply our products and services. For information about how we use your personal data to provide our products and services where you are an existing customer, please refer to the [Details of Processing](#).

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.

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**”), the United Kingdoms (“**UK**”) Data Protection Act 2018 and GDPR as incorporated into UK law (“**UK GDPR**”), the Switzerland revised Federal Act on Data Protection 2020 (“**FADP**”), the Singapore Personal Data Protection Act 2012 (“**PDPA**”) and, to the extent it relates to the processing of personal data, any other applicable law that amends, supersedes or replaces existing law.

## 1. WHO ARE WE?

We are Unit4 Group Holding B.V., with registered offices at Stationspark 1000, Sliedrecht 3364 DA Sliedrecht, the Netherlands, as well as its affiliated companies (“**Unit4**”). You can find more information about us on: <https://www.unit4.com>.

## 2. WHAT PERSONAL DATA DO WE PROCESS?

We may collect and process the following types of personal data when you visit our website.

### 2.1 In relation to interactions with features on our website we may collect:

- i. information provided by you, such as name, company name, date of birth, home address, e-mail address, banking account, phone number, account user name and password;
- ii. 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
- iii. Information about your preferences for certain products and services.

### 2.2 In relation to interactions with our careers website we may collect:

- i. candidate contact information such as name, email address, mailing address, phone number, employment history;
- ii. application related documents such as cv/resume, video application (recorded by the candidate during the application stage - when applicable) and cover letter;
- iii. candidate demographic information as required and in accordance with applicable laws such as age, education, gender, interests, address, veteran status, union affiliation;
- iv. email addresses, names, and contact information of visitors who register on Unit4's career website; and
- v. identifiers such as user name, account number, password, IP addresses.

We may also collect from you, personal information about your references such as email addresses and phone numbers. When you provide us with personal information about your contacts we will only use this information for the specific reason for which it is collected. If you believe that one of your contacts has provided us with your personal information and you would like to request that it be removed from our database, please contact us.

Where relevant to your role and subject to any applicable local laws, we may also collect personal information about you, including financial and criminal information, via our background check provider.

Candidates are solely responsible for maintaining the confidentiality and security of their user registration and password.

### 2.3 In relation to 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. Many of the cookies collect personal data but only after we have acquired your consent, with the exception of those cookies which are strictly necessary for the operation of our website and for which we do not need your 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 website easier for you to use, for example by remembering usernames, passwords and (language) preferences. We also use tracking and analytics cookies to see how well our services are being received by our users. We have provided the means for you to manage your cookie preferences at all times, through the designated button on our website. For more information about cookies and please read our [Cookies Statement](#). To manage the cookies which are dropped on your device, please visit the cookies management tool made available in the website footer by clicking on 'Cookies Settings'.

### 3. , PURPOSES AND USE

Unit4 uses the personal data we collect for:

#### 3.1 Marketing and sales activities

Where you have provided your personal data to us through our website and consented to receiving marketing from us, we will use your personal data to send you offers for our products and services as well as marketing materials and details of events. We also use your contact data to measure our own marketing efforts and performance. We analyse our marketing contact with you, its timing and the extent of its success. We may send you these messages by phone or email. To update your preferences or unsubscribe, please visit our [subscription center](#) or contact us via the details set out in section 11 below.

#### 3.2 Processing of your data on Unit4 websites

We collect and use your personal data on our websites to deliver our website and communicate with you via our chatbot service. Your personal data is used for research and analysis to improve our services and our websites. We use your personal data such as your IP address to analyse how often our website is visited, 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 if you are an existing customer) to provide more personalised 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 the submitted contact information. We may also process your personal data to improve our products and services (e.g. for product improvement via artificial intelligence, machine learning etc.) or for data analysis.

#### 3.3 Processing of your data on Unit4's career website.

We use the personal information collected from candidates only for the following purposes:

- i. for recruitment processes and hiring decisions, including carrying out background and reference checks, where applicable;
- ii. to keep records of candidate activity;
- iii. to keep records of candidate information; and.
- iv. to facilitate the onboarding process upon employment, including to manage payroll, to subscribe the successful candidate to benefits, and other administrative functions essential to your role within the organization. Additional information may be collected as part of the onboarding process.

### 4. SHARING YOUR PERSONAL DATA

4.1 When you visit our website, Unit4 shares your personal data with our customer relationship management software providers, marketing automation platform providers and email platforms (such as Microsoft Outlook). If you use our website chatbot service, the information you provide whilst using this service is shared with our chatbot provider. Personal data may also be shared with third party providers who support your customer journey with us, including for example quoting and contracting, success and satisfaction reviews.

4.2 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.

4.3 We may share candidate information with our partners for background checks or otherwise to check candidates' suitability.

4.4 If Unit4 is involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of all personal data. We will give notice to all customers concerned before the personal data are transferred or become subject to a different privacy policy.

### 5. LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

5.1 Unit4 will only process your personal data in ways which are compatible with the purpose for which the personal data was collected, as explained in this Privacy Statement. Unit4 will only process your personal data if one of the following grounds applies:

- with your explicit consent; or
- if Unit4 has reasonable grounds to believe that access to and use of the personal data is 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; and/or
  - iv) protect the vital interest of the person concerned or other natural persons as per article 6 of the GDPR;
- when performing a task carried out in the public interest or in the exercise of official authority vested in Unit4.
- where we have a legitimate interest to do so, in which we will inform you.

The lawful basis we rely on to process personal data collected through interactions by visitors with our website is our legitimate interest in providing customer support to our visitors and ensuring that our website

is functioning in an efficient manner which benefits our business interests. We also rely on your consent when you provide your personal data to us in order to submit an enquiry, request assistance or request marketing.

## 6. STORAGE PERIOD

- 6.1 Personal data collected when using the website: 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, personal data will be automatically deleted if we do not have legal grounds to process it.
- 6.2 Personal data collected when using the careers website: Candidate's personal data will be automatically removed one month after it has been submitted unless candidates have given consent for their data to be stored for up to one year.

Candidates who have given consent for their data to be stored by Unit4 for one year can opt-out by sending an email to [recruitment@unit4.com](mailto:recruitment@unit4.com) during this period. After one year the data will be automatically deleted unless candidates renew their permission to store their data for another year.

## 7. YOUR DATA SUBJECT RIGHTS

A "Data Subject" is the person to whom specific personal data relates as defined in applicable law. As a Data Subject you have certain rights in respect of your personal data. These rights may vary depending on the country from which you access our website. Please see section 11 below for details about how you may exercise your rights and we will respond to your request within the applicable statutory timeframe. Your rights may include the following:

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

This means you can ask us to provide you with a copy of your personal data that we have collected and information about how we process it.

### 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.

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.

### 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.

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 this data on a common format where applicable.

### 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.

For candidates who have provided information through the careers website, you may submit your request by sending an email to [recruitment@unit4.com](mailto:recruitment@unit4.com).

## 8. INFORMATION SECURITY

- 8.1 We take all reasonable and appropriate security measures to protect Unit4 and our customers from unauthorised access to, or unauthorised alteration, disclosure or destruction of personal data we hold. Please contact us using the contact details at section 11 if you require further information. Generic information can be found in our [Security Measures](#) document.

## 9. TRANSFER OF DATA OUTSIDE THE EEA, UK, SWITZERLAND AND SINGAPORE

- 9.1 Unit4 will only transfer Personal Data internationally in accordance with applicable laws. We only transfer Personal Data collected from the European Economic Area ("EEA"), UK or Switzerland to a country outside of these areas, if there is an adequate level of data protection for that data in the country to which it is transferred. If the relevant supervisory authority has not provided an adequacy decision for that country, processing will only take place provided that there are appropriate safeguards which provide an adequate level of protection for personal data. In such a case, Unit4 will comply with the applicable obligations in the EU Standard Contractual Clauses or other equivalent contractual obligations (or such other appropriate safeguards that the applicable data protection authority or a competent regulator decides provide a sufficient level of protection).

## 10. APPLICABILITY AND CHANGES

- 10.1 Our privacy statement applies worldwide.
- 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](http://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 DETAILS

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 and contact details to:

Unit4 Group Holding B.V., Johan de Wittstraat 156, 3311 KJ Dordrecht, , the Netherlands or [privacy@unit4.com](mailto:privacy@unit4.com).

You will receive a response in writing within 4 weeks of the date on which we receive your request. The Global Data Protection Officer Unit4 may be contacted at email address: [dpo@unit4.com](mailto:dpo@unit4.com).

Individuals in Singapore may wish to contact our data protection officer in Singapore by emailing [sg.dpo@unit4.com](mailto:sg.dpo@unit4.com) or by telephone at +65 6333 6133.

#### 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 in paragraph 11 above to submit your complaint. As a Data Subject you also have the right to file a complaint with the appropriate 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.**