

Privacy statement

May 2018

KPN B.V. and its group companies (together referred to as “KPN”) offer a wide variety of services, including fixed telephony, mobile telephony, internet services and television. Given the nature of our services, KPN is in possession of certain information about you.

We believe that it is important to ensure that our services are personal, simple and reliable. Accordingly, we are always searching for ways to improve our services and to tailor these as far as possible to your personal needs.

To provide you with the best service possible, it is important that we know what products and services you purchase from KPN and which of our products and services you use, even if you don't purchase all your products and services from one brand or division. That is why we link the information in our possession if you purchase one or more services from us, so that we are able to deal with your questions, reports (e.g. about any fault in your service) and complaints quickly and adequately.

KPN is pleased to provide you with information personally and at such times as are relevant for you. This information consists of tips about products that you use, newsletters or interesting offers. We will send you, for example, an e-mail containing a personal offer at such time as your subscription ends or when you can renew your subscription. Or you will receive an SMS message at the time your bundle is ended, with a reminder to top up, to avoid unnecessarily paying too much. There may be benefits available to you by purchasing several services or products from us. An example of this is KPN Compleet. We will be happy to inform you about these benefits. For this purpose also, we will process your data.

However, when we do process this data, we put your interests first! You have to get something out of it.

Our promise:

- **KPN handles your data with care. You can rest assured that your data will be safe with KPN and that we comply with the law.**
- **We do not look at the content of your communications. We do not monitor any conversations, or look at the content of your SMS messages, e-mails or chats, or keep a record of what websites you visit.**
- **We do not sell your data to third parties.**
- **We will notify you about the use of your data and offer you a simple way in which you can read and update your data and privacy choices.**
- **You decide what happens to your data. We respect the choices you have made with regard to your privacy.**

Services and your rights

In this privacy statement we explain, step by step, how we deal with your personal data. We explain what part of your data we process and what influence you can have on this. This privacy statement is divided into various chapters. These are summarized below.

This privacy statement applies to all data from you that KPN processes for the products and services that KPN markets in the Netherlands. This statement applies to all customers who purchase, for example, fixed and mobile telephony, internet, or TV from KPN, and to all users of the KPN websites.

1. Who is responsible for the processing of your data?

All companies forming part of the KPN group (except for XS4All) have adopted the same privacy policy. This means that you always know where you stand when you contract with KPN.

The party responsible for processing your data is the company with which you contract to supply the service you have bought. Do you, for example, purchase a service from KPN B.V.? Then the party responsible for processing your data is **KPN B.V., Wilhelminakade 123, Rotterdam**.

XS4All uses the television network of KPN for the supply of its television services. Do you purchase a television service from XS4All? Then KPN B.V. as well as XS4ALL is responsible for processing your data.

2. Summary of the most important processing

We set out below a general overview of the most important data processes. The goal of the overview is to present an instant, accurate impression of which of your data we process when you use our telephony, internet and television services. This overview also sets out the choices you can make yourself per service.

Would you like more information about a particular subject? Click on the relevant check box to access the corresponding information. Do you want to find out more about the choices open to you and how to notify us of your choice? Then go to “Right to Object” (see 12.3). Do you want to know what data we have on you? Then go to “Inspecting your data” (see 12.1).

We also process data from you on our websites (see Ch.6), in our stores (see Ch. 9) and in our apps (see Ch.8). This is not contained in this overview. For a complete picture, we recommend that you read the privacy statement in full. It will also explain to you how we share your data within KPN (see Ch.10) and our policy concerning sharing your data with third parties (see Ch.11).

To be able to process personal data we need a legal basis for doing so. The legal bases we can rely on are as follows:

- Necessary for performing the contract – e.g. for providing the service, or network planning, management and security
- Compliance with a statutory obligation – e.g. storing of invoices for a period of 7 years as required by the tax authorities
- Justifiable interest - i.e. for improving services ; providing information about the use of the service; trend analyses; prevention of fraud; marketing and sales
- Consent – e.g. to be able to send you personalized offers based on your data kept by KPN

Telephony

Telephony (Ch.3)	Contact details, Volume data (how much you have phoned, see 3.1)	Usage data (who you have phoned, where, and when, see 3.1.2)	Content of Communications (3.1)
Service	yes (see 3.2.1)	yes (see 3.2.1)	no
Network planning / administration / security	yes (see 3.2.3)	yes (see 3.2.3)	no

Telephony (Ch.3)	Contact details, Volume data (how much you have phoned, see 3.1)	Usage data (who you have phoned, where, and when, see 3.1.2)	Content of Communications (3.1)
Complying with statutory obligations	yes (see 3.2.4)	yes (see 3.2.4)	yes (see 3.2.4)
To improve service, provide information about using the service, trend analyses	yes, unless objection (see 3.2.5)	only if approved (see 3.2.5)	no
Marketing and sales	yes, unless objection (see 3.2.6)	only if approved (see 3.2.6)	no
Supply to third parties for marketing purposes	no	no	no

Purchase of peripherals on credit

Purchase of peripherals on credit	Personal data, Registered credit payments and arrears, and results of various tests
Service	yes
Network planning / administration / security	no
Complying with statutory obligations	yes
To improve service, provide information about using the service, trend analyses	only if approved
Marketing and sales	only if approved
Supply to third parties for marketing purposes	no

Internet

Internet (Ch. 4)	Contact details, Volume data (how many Mbs you have used, see 4.1.1)	Usage data (see 4.1.1)	Content of communications, what sites you have visited (see 4.1.2)
Service	yes (see 4.2.1)	yes (see 4.2.1)	no
Network planning / administration / security	yes (see 4.2.3)	yes (see 4.2.3)	only if approved (see 4.2.3)
Complying with statutory obligations	yes (see 4.2.4)	yes (see 4.2.4)	yes (see 4.2.4)
To improve service, provide information about using the service, trend analyses	yes, unless objection (see 4.2.5)	only if approved (see 4.2.5)	no
Marketing and sales	yes, unless objection (see 4.2.6)	only if approved (see 4.2.6)	no
Supply to third parties for marketing purposes	no	no	no

Television

Television (Ch. 5)	Contact details, Volume data, number of items purchased (see 5.1.1)	TV watched in real time (see 5.1.1)	Use on demand, what items you have ordered (see 5.1.1)	Recordings made, what recordings you have made (see 5.1.1)
Service	yes (see 5.2.1)	yes, only to display programs (see 5.2.1)	yes (see 5.2.1)	yes (see 5.2.1)
Network planning / administration / security	yes (see 5.2.2)	yes, only to resolve faults (see 5.2.2)	yes (see 5.2.2)	yes (see 5.2.2)
Complying with statutory obligations	yes (see 5.2.3)	yes (see 5.2.3)	yes (see 5.2.3)	yes (see 5.2.3)
To improve service, provide information about using the service, trend analyses	yes, unless objection (see 5.2.4)	no	yes (see 5.2.4)	only if approved (see 5.2.4)
Marketing and sales	yes, unless objection (see 5.2.5)	no	only if approved (see 5.2.5)	only if approved (see 5.2.5)
Supply to third parties for marketing purposes	no	no	no	no

KPN websites

KPN websites (Ch.6)	Data concerning your visits to KPN sites (see 6.1.1)	Data that you provide yourself (6.1.1)	Link to your contact and volume data (see 6.1.1)
Service	yes (see 6.2.1)	yes (see 6.2.1)	yes, for cookies “optimal” (see 6.1.2)
Network planning / administration / security	yes (see 6.2.2)	yes (see 6.2.2)	yes, for cookies “optimal” (see 6.1.2)
Complying with statutory obligations	n/a	n/a	yes, for cookies “optimal” (see 6.1.2)
To improve service, provide information about using the service, trend analyses	yes, for cookies “limited” or “optimal” (see 6.1.2)	yes, unless objection (see 6.2.2)	yes, for cookies” or “optimal” (see 6.2.2)
Marketing and sales	yes, for cookies “limited” or “optimal”, unless objection to approach (see 6.1.2)	yes, unless objection (see 6.2.3)	yes, for cookies “optimal”, unless objection to approach (see 6.2.3)
Supply to third parties for marketing purposes	no	no	no

3. Phoning with KPN

3.1. What data received from you do we process?

3.1.1. At time of registration, if you contact us

If you take out a subscription with us for a fixed or mobile telephone connection, we process certain data from you. We also do this if you register as a customer or participate in a promotion. The data we process includes your name, address, copy of your proof of identity or residence without your photo and BSN (citizen service) number, bank account number, e-mail address, date of birth, what services you buy from us, type of subscription and phone number. It does not matter whether you contacted us by telephone, via our websites or in one of our stores.

If you contact us, your data is registered and we use your contact information. If, for example, you ask us a question by telephone, via a KPN website or via social media, we will record the question. We do this to be able to answer your question and to take the necessary actions to provide you with the right solution. Your data will be similarly registered if you report a fault, file a complaint, or fail to pay an invoice.

3.1.2. Use of the service

If you use our telephony services, KPN will process technical data connected with this use and that is necessary to transport telephone traffic over our network. Examples are:

- The date, time and duration of a connection, your own telephone number and the telephone number of the party you call, technical identification data, your SIM card number (IMSI), your mobile device number (IMEI), and the number of signals that your telephone sends out;
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- Location data necessary to ensure that you can use our telephony services at all times and to transport your telephone traffic across our network. This location data indicates the transmission mast to which your mobile device or tablet is connected.

We do not process the content of the communications. This technical data (except for location data) of your usage is included on your itemized invoice. On the non-itemized “front page” of our invoices we specify the number of minutes you have called and number of SMS messages you have sent, and the total sum owed.

3.2. What do we do with your data?

3.2.1. Service

The first reason for KPN to process your data is to be able to supply you with our services. We need to process your data to deal with your requests, to create a connection, to expand connections, to send invoices, and to deal with invoice queries, fault reports, or complaints. Unless we process your data, we cannot supply you with our services.

3.2.2. Carrying out a risk analysis, credit registration

If you apply for a new mobile telephone subscription or credit, KPN will carry out a risk analysis. For this, KPN will construct, in collaboration with other providers of public telecommunications services, a database of contracting parties. These contracting parties are people who have been disconnected or whose contract has been terminated due to breach of their obligation to make payments and other obligations. This database is used by KPN and the other providers to make the right choices regarding acceptance of applications for telecommunication services. Stichting Preventel is responsible for this database. You can find more information at www.preventel.nl.

As soon as we receive a request for a new telephone subscription or a renewal, your data will also be forwarded to Experian, a company credit report supplier. This also happens if you send in a credit application. All data pertaining to your payment history will also be shared with Experian. Experian processes this data under its own responsibility for analyses of credit worthiness, fraud prevention and data quality validation. Experian can use this data to make an accurate risk analysis. If, as a result of payment arrears, your contract is ended, this information may have

consequences for entering into other contracts that involve financial and other obligations. This applies to mobile telephony subscriptions entered into after January 1, 2010 and to fixed line subscriptions entered into after May 1, 2016.

KPN Finance B.V. will provide you with non-revolving credit for a term of 1 or 2 years for the purchase of a mobile telephone. For this purpose KPN needs to process additional data.

KPN therefore requires the following information about you, to be supplied either by yourself or via controlling parties:

- a. Name, address (personal data)
- b. Date of birth
- c. Valid proof of identity (photo will be rendered unidentifiable and BSN (citizen service) number crossed out)
- d. Telecom database of poor payment history (Preventel)
- e. Fraud detection system (to check if there is any history of non-payment/fraud, etc.)
- f. Bank account number (single electronic transfer of € 0.01 to check reliability)
- g. Register of insolvencies
- h. Credit scoring (by Experian)

To comply with statutory obligations in the supply of credit, as from May 1, 2017 KPN will process the following customer data:

For credit under € 250

Before entering into a contract we will process a copy of your proof of identity, without your photo and BSN (citizen service) number. We also ask you to transfer € 0.01 to check if your bank account is active.

Financial companies are required by the Supervision of the Sanctions Act Regulation 1977 (Regeling toezicht Sanctiewet 1977) to take measures to comply with the provisions of sanctions regulations. KPN complies by checking at regular intervals throughout the contract whether anyone has been placed on the sanctions list. In such cases, KPN will terminate the contract and de Nederlandsche Bank (DNB) will be notified accordingly.

The data which we will forward to DNB is as follows:

- Personal data, place and date of birth;
- The nature and amount of the sum immediately due and payable;
- The action taken by KPN;
- The number of the appropriate sanctions regulation.

For credit between € 250 and € 1000

So that KPN can act responsibly in supplying credit, it makes use of:

- a. Data concerning the total of registered credit advances in the Central Credit Registration System of the Central Credit Registration Office BKR (CKI)
- b. Data concerning payment arrears in credit contracts in the CKI
- c. The result of the Telecom Income and Liabilities Test

BKR will inform KPN about the total amount of registered credit payments and limits you have. They also let us know whether any current payment arrears in credit contracts have been registered against your name. If KPN has supplied you with credit, this credit will be registered in the CKI. If you do not comply with your payment

obligations, KPN will report this to BKR, pursuant to Article 12 section 1 (subsections a and b) of the BKR Regulations.

To carry out the Telecom Income and Liabilities Test, KPN will ask you to provide the following information:

- Make-up of family
- Net monthly income
- Monthly household expenses
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If you want to know more, read the Telecom Credit Code at www.kpn.com/gespreidbetalen

3.2.3. Planning, management, our network security, spam filter/virus scan

KPN is responsible for the telecommunications network that carries the telephone traffic. We are responsible for maintaining, planning, and improving the network and management, such as routing traffic, resolving faults and monitoring peak load and overload. The analysis of network use provides us with essential information concerning the use of and load on our network. This information enables us to expand and improve our network in a focused way. KPN processes your fixed and mobile data for this technical and statistical analysis. The results of the analysis will be reported in anonymized form within KPN so that the data is therefore no longer traceable to individuals. We concern ourselves with the quality of the services, not with the content of your communications.

KPN is responsible for securing our network and your connection to this network, by applying advanced techniques (such as firewalls, spam filters and virus scanners) to protect against security breaches, viruses, spam and malware. Would you like to know how to secure your own connection? Read more at www.kpn.com/veiliginternetten

To protect your connection and our network against security breaches, viruses, spam and malware, we automatically scan all internet traffic that goes through our network using these security techniques. If we discover, for example, that a message contains a virus, we will try to remove this virus and to deliver the message virus-free, unless it is spam.

3.2.4. Conforming with statutory requirements

KPN is required by law to share your data in some circumstances with third parties. For example, we must provide your data to the competent authorities for any criminal investigation and – at your request – to other providers to protect the numbers phoned on your invoice.

3.2.5. Improving services, informing you of opportunities to use the products and services you have bought, trend analyses

KPN processes your personal and volume data to improve our services and to inform you about opportunities to use the products and services you have purchased from us, unless of course you indicate you object to this. Your usage data is also used for this purpose, but only if you have given your consent.

KPN uses statistical analyses to research trends in the market. We use the information obtained from these analyses in order to assess our products and services, as well as our processes, and to update these in line with new developments. We do not use these research results for marketing and sales activities focused specifically on you. For these, we use your personal and volume data, unless you have notified us that you object. Your usage data can also be used for this purpose, but only if you have given your consent.

3.2.6. Marketing and sales activities, supply to third parties

KPN processes your personal and volume data for marketing and sales activities (even after termination of the contract) for the benefit of KPN's own services, unless you have notified us that you object to this. Your data is processed by KPN for the purposes of making offers. We make these offers by letter, telephone or digitally (e.g. via SMS or e-mail) unless you have notified us by letter, telephone, SMS or e-mail that you object to being contacted.

You can indicate this separately. Read chapter "Your rights" elsewhere in this privacy statement for more information. We may also use your usage data for our marketing and sales activities, but only if you have given your consent.

KPN will not supply your data to third parties for marketing, sales, or other commercial activities. Insofar as data is supplied to third parties for activities, this will only happen in an anonymized and aggregated form. This information cannot be traced back to you personally in any way. Your identity will always remain a secret.

If you are a customer of ING, KPN will share information about the sim card exchanges that KPN undertakes with ING on your behalf, in order to protect both yourself and ING against fraud. In supplying this data to ING, KPN will have regard to your privacy by shielding as much privacy-sensitive data in the reports as possible.

3.2.7. Debt collection, Assignment of claims

For the purposes of enforcing payment of our invoices, we engage third parties such as debt collection agencies. If you are disconnected due to non-payment, we may assign our claims to such third parties. In such a case we share all data with such parties as need it to be able to enforce payment.

3.2.8. Telephone directories and subscriber information services

KPN processes your contact details (name, full address and telephone number) for the purposes of issuing electronic and printed telephone directories and offering subscriber information services. We will only do so if you have indicated that your telephone number may be published in a telephone directory and/or be obtainable from a subscriber information service. In such a case, KPN is required by law to share your data with other publishers of telephone directories and subscriber information services within the European Union (EU). This means that this data is made "public".

You may choose an "unlisted number", commonly referred to as a "confidential number". This means that the telephone number will not be published in a telephone directory and cannot be obtained from a subscriber information service. You can also choose not to include the number in a directory, but for it to be available from a subscriber information service. If you have an "unlisted number" this does not mean that your data cannot be used for trend analyses and marketing and sales activities. If you do not wish for your data to be used for trend analyses and marketing and sales activities, then you must indicate this separately. In the section headed Ch. 13 "Contact", you can read about the choices available to you and how you can notify us of those choices.

You can notify us again if you change your mind. For more information about where you can submit your requests for registration, change of registration, or deletion, also check Ch. 13 "Contact".

3.2.9. Number recognition

KPN will forward your number as standard to the called connection. If you do not wish for your telephone number to be visible to others, you can block your number recognition per individual call. You can also block your number recognition permanently. You can find out how to do this under Ch. 13 "Contact".

If you dial the emergency number 112, your telephone number will always be disclosed, even if you have blocked the number recognition. KPN is required to do so by law.

3.2.10. Itemization of invoices

In itemizing invoices, the telephone number of the connection receiving the call may be included in the invoice for the connection making the call, unless there is an agreement with the contracting party for the connection receiving the call that its number will be shielded on the invoices of other customers. In line with statutory provisions, this protection means that the last four digits of the number will not be readable. You can find out how to request this "B-number shield" under the section headed "Contact".

KPN collaborates with other telecommunications providers to also shield your number on their invoices. But unfortunately, we cannot guarantee that your protected number will never appear on the invoices of other providers.

3.2.11. Nuisance phone calls

If someone disturbs you with nuisance phone calls, you can report this to us. You can request us in writing to supply the contact details of the party from whose number the nuisance or malicious calls are made. If you make nuisance calls to someone else, then that other party can report this to us and make the same request.

You can send such a request to the address stated under Ch. 13 "Contact". The request must include the following information:

- Your name and full postal address.
- The telephone number that received the call.
- A description of the nature and seriousness of the nuisance or malicious calls.
- An indication of the dates and times of the relevant call.

If the identity of the caller is known to KPN, we will notify the person in writing that you regard such calls as a nuisance and we urge them therefore strongly urged to stop. Should this warning not help, then KPN will disclose the telephone number, name and address of the caller. The caller whose information has been disclosed in this way will be notified of the fact.

3.3. For how long do we keep your data?

KPN will not keep your data for longer than permitted by law and which is necessary for the purposes for which we use your data. The length of time that your data is kept depends on its nature and why it has been processed. Therefore the period for which it is kept may be different according to the purpose for keeping it.

If you have a subscription with KPN, your personal data will in any event be kept for the duration of your subscription. We keep your non-itemized invoices for a maximum of seven years. We are required by law to keep your invoices this long for tax reasons. We keep your itemized invoices for invoicing purposes for a maximum period of six months. We keep usage data that we process to ensure that you are contactable by mobile telephony, for a maximum period of two weeks for network purposes. Even if you do not communicate actively.

3.4. What do we do with your data when the period for keeping it ends?

When the period for keeping your personal data ends, it will be deleted or anonymized. By anonymizing your data, we ensure that all possible features that could identify you are removed. What is left is statistical data that cannot be linked to you personally in any way whatsoever. This statistical data is important for us, because it provides us with information about how our products and services are used.

4. KPN internet (fixed and mobile)

4.1. What data received from you do we process?

4.1.1. At time of registration, if you contact us

If you take out a subscription with us for an internet connection, register as a customer, or participate in a promotion, we process your data. This data includes your name, address, copy of your proof of identity or residence document without your photo and BSN (citizen service) number, giro or bank account number, e-mail address, date of birth, what services you buy from us, the type of subscription, and IP address, whether you register by telephone, via our websites or in one of our stores.

If you get in contact with us, your data will be registered and we use your personal information. For example, we will record a question you ask us by telephone, via our websites or social media. We need to record the question in order to be able to answer it and to take the appropriate actions. Your data will be similarly registered if you report a fault, file a complaint, or fail to pay an invoice.

4.1.2. Use of the service

If you use our internet services, KPN will process technical data connected with this use and which is necessary to transport internet traffic over our network. Examples are:

- The date, time, and duration of the internet session, technical identification data (such as user name and password), e-mail address, the application server with which the apps you use connect, your IP address, MAC address, IMEI number, the route taken by your data traffic over our network, data volume, the quality of your connection (taking account, for example, of fault reports) and the location data necessary to transport internet traffic over our network;
- Data concerning the websites you have visited (URLs), needed to lead you to the correct site and parts of the site.

This technical data we process does not contain the content of your communications over the internet, but forms the basis of the invoice you receive from us. Your invoice contains a summary of the Mbs you have used and the total payment you owe us.

4.2. What do we do with your data?

4.2.1. Service

The first reason for KPN to process your data is to be able to supply you with our services. To be able to deal with requests, we need to process your contact details. We need to process your URL data to be able to lead you to the right site, or right parts of the site. To be able to send you your invoice, we need to process not only your contact details, but also the data concerning the use of your connection, such as data volume. To prevent disruptions and to be able to respond to fault reports it is necessary to process certain volume data, such as the date, time and duration of an internet session, technical identification data (such as your user name and password), e-mail address, the application server to which the apps you use connect, your IP address, the route taken by your data traffic over our network, data volume, and the quality of your connection (in terms, for example, of error reports). Unless we process your data, we cannot supply you with our services.

4.2.2. Carrying out a risk analysis, credit registration

If you apply for a new mobile subscription, KPN will carry out a risk analysis. For this, KPN will construct, in collaboration with other providers of public telecommunications services, a database of contracting parties. These contracting parties are people who have been disconnected or whose contract has been terminated due to breach of their obligation to make payments and other obligations. This database is used by KPN and the other providers to make the right choices regarding acceptance of applications for telecommunication services. Stichting Preventel is responsible for this database. You can find more information at www.preventel.nl.

As soon as we receive a request for a new telephone subscription or a renewal, your data will also be forwarded to Experian, a company credit report supplier. This also happens if you send in a credit application. All data pertaining to your payment history will also be shared with Experian. Experian processes this data under its own responsibility for analyses of credit worthiness, fraud prevention and data quality validation. Experian can use this data to make an accurate risk analysis. If, as a result of payment arrears, your contract is ended, this information may have consequences for entering into other contracts that involve financial and other obligations. This applies to mobile telephony subscriptions entered into after January 1, 2010 and to fixed line subscriptions entered into after May 1, 2016.

4.2.3. Planning, management, our network security, spam filter/virus scan

KPN is responsible for the telecommunications network that carries the internet traffic. We are responsible for maintaining, planning, and improving the network and management. This includes routing traffic, resolving faults and monitoring peak load and overload. The analysis of network use provides us with essential information concerning the use of and load on our network. This information enables us to expand and improve our network in a focused way. KPN processes your data for this technical and statistical analysis. The results of the analysis will be reported in anonymized form within KPN so that the data is no longer traceable to individuals. We do not look at the content of communications.

We can also use data of the websites (URLs) you have visited, but only if you have given your consent to do this.

KPN is responsible for securing our network and your connection to this network, by applying advanced techniques (such as firewalls, spam filters and virus scanners) to protect against security breaches, viruses, spam and malware. For more information about securing your own connection, click www.kpn.com/veiliginternetten

To protect your connection and our network against security breaches, viruses, spam and malware, we automatically scan all internet traffic that goes through our network using these security techniques. If we discover, for example, that a message contains a virus, we will remove this virus and deliver the message virus-free, unless it is spam.

4.2.4. Conforming with statutory requirements

KPN is required by law to provide your data in some circumstances to third parties. Examples include the supply of data to competent authorities in the context of a criminal investigation, or to parties owning copyrights in the context of, for example, a judicial investigation into illegal downloading.

4.2.5. Improving services, informing you of opportunities to use the products and services you have bought, trend analyses

KPN processes your contact details and volume data to improve our services and to inform you about options available to you. We can for example explain how to make optimum use of the products and services you purchase from us. If you object to the usage of your volume data for this purpose, we of course will not do so. Your volume data will only be used if you have given your consent. Data concerning the websites you have visited will not be processed for such purpose.

KPN uses statistical analyses to research trends in the market. We use the information obtained from these analyses in order to assess our products and services, as well as our processes, and to update these in line with new developments. We do not use these research results for marketing and sales activities focused specifically on you. We do not use these research results for marketing and sales activities focused specifically on you. For these, we use your personal and volume data, unless you have notified us that you object. Your usage data can also be used for this purpose, but only if you have given your consent.

4.2.6. Marketing and sales activities, supply to third parties

KPN processes your personal and volume data for marketing and sales activities (even after termination of the contract) for the benefit of KPN's own services, unless you have notified us that you object to this. We can also use your usage data for our marketing and sales activities, but only if you have given your consent to do so. Data concerning the websites you have visited will not be processed for such purpose.

Your data is processed by KPN for the purposes of making offers. We make these offers by letter, telephone or digitally (e.g. via SMS or e-mail) unless you have notified us by letter, telephone, SMS or e-mail that you object to

being contacted. You can indicate this separately. Read chapter "Your rights" of this privacy statement for more information.

KPN will not supply your data to third parties for marketing, sales, or other commercial activities. Insofar as data is supplied to third parties for activities, this will only happen in an anonymized and aggregated form. This information cannot be traced back to you personally in any way. Your identity will always remain a secret.

4.2.7. Debt collection, Assignment of claims

For the purposes of enforcing payment of our invoices, we engage third parties such as debt collection agencies. If you are disconnected due to non-payment, we may assign our claims to such third parties. In such a case we share all data with such parties as need it to be able to enforce payment.

4.2.8. Handling complaints concerning illegal or unlawful information on the internet (notice & take down)

If you come across information that is unlawfully or illegally available on the internet, you can notify us. If someone else has a complaint about unlawful or illegal information that you have distributed, then they can also notify us. We deal with all complaints on these matters in accordance with the procedure set out in the Code of Conduct "notice-and-take-down" of the Government of the Netherlands. The Code of Conduct explains the procedure we will follow in response to a complaint and what measures we can take. These measures include denying access to or removing – subject to conditions – the information and the supply to third parties of your name and full address.

4.3. For how long do we keep your data?

KPN will not keep your data for longer than permitted by law and which is necessary for the purposes for which we use your data. The length of time that your data is kept depends on its nature and why it has been processed. Therefore the period for which it is kept may be different according to the purpose for keeping it.

If you have a subscription with KPN, your personal data will in any event be kept for the duration of your subscription. We keep your non-itemized invoices for a maximum of seven years. We are required to keep your invoices this long for tax reasons. We keep your volume data for invoicing purposes for a maximum period of six months. Data about sites (URLs) you have visited will not be recorded.

4.4. What do we do with your data when the period for keeping it ends?

When the period for keeping your personal data ends, it will be deleted or anonymized. By anonymizing your data, we ensure that all possible features that could identify you are removed. What is left is statistical data that cannot be linked to you personally in any way whatsoever. This statistical data is important for us, because it provides us with information about how our products and services are used.

5. Television via KPN

5.1. What data received from you do we process?

5.1.1. At time of registration, if you contact us

If you take out a subscription with us for interactive Television (iTV) via KPN, register as a customer, or participate in a promotion, we process your data. This data includes your name, address, copy of your proof of identity or residence document without your photo and BSN (citizen service) number, giro or bank account number, e-mail address, date of birth, what services you buy from us, the type of television package, IP address, number of your TV receiver or smartcard, KPN ID, TAN code and pincode. We always process this data, whether you have decided to subscribe to KPN television by telephone, via our websites or in one of our stores. We need all data to active the service for you.

If you get in contact with us, your data will be registered and we use your personal information. For example, we will record a question you ask us by telephone, via our websites or social media. We need to record the question in order to be able to answer it and to take the appropriate actions. Your data will be similarly registered if you report a fault, file a complaint, or fail to pay an invoice.

5.1.2. Carrying out a risk analysis, credit registration

As soon as we receive a request for a new television subscription or a renewal, your data will also be forwarded to Experian, a company credit report supplier. This also happens if you send in a credit application. All data pertaining to your payment history will also be shared with Experian. Experian processes this data under its own responsibility for analyses of credit worthiness, fraud prevention and data quality validation. Experian can use this data to make an accurate risk analysis. If, as a result of payment arrears, your contract is ended, this information may have consequences for entering into other contracts that involve financial and other obligations. This applies to mobile telephony subscriptions entered into after January 1, 2010 and to fixed line subscriptions entered into after May 1, 2016.

5.1.3. Use of the service

If you use our television services, KPN will process technical data connected with this use. This data is necessary to be able to supply our TV services to you, to supply on-demand items, and to schedule your recordings and ensure they remain available to you. It could therefore include data such as:

- The date, time, and duration of the session, channels watched, zap data, data concerning the quality of your connection
- On-demand items ordered, the date and time of each order, data about watching, pausing, re-winding and fast-forwarding
- Recordings made and scheduled, date and time of the recording, data about watching and pausing

5.2. What do we do with your data?

5.2.1. Service

Showing programs and invoicing

The first reason for KPN to process your data is to be able to supply you with our services. To be able to deal with requests, we need to process your contact details. To show the correct programs, we need to process data concerning your choice of channel. To be able to send you your invoice, we need to process not only your contact details and choice of television package, but also the data concerning the use of your connection, such as the pay-on-demand items that you ordered.

Preventing and remedying faults

To prevent any faults and to be able to deal with fault reports the processing of usage data is necessary. This is data such as the date, time and duration of a session, technical identification data (such as your TAN code and the number of your TV receiver), quality of your connection, the channels you have watched, the recording and use of on-demand services such as “Begin gemist”, “Terugkijken”, and “Videotheek”, recording, rewinding, or fast-forwarding.

On-demand services

For on-demand services such as “Begin gemist”, “Terugkijken”, and “Videotheek”, programs are made available for you for a fixed period (e.g. 24 hours). We make recordings you made available to you for a maximum period of one year. If you watch an on-demand item or a recording, we offer you the option of pausing and resuming watching of the item or recording. For this purpose, we not only need to know what item you ordered or what program you

recorded, but also the date and time of the order or recording, whether you watched the program, or paused the program, and at what point you paused the program.

Méér TV

Do you subscribe to Méér TV? We then offer you the option of opening a number of apps via your TV menu, such as YouTube and Wikipedia. If you are watching a TV program and then switch to such an app, you will see the program you are watching filled in as a search term, with the corresponding search results. To enable this function, we supply information about what program you are watching at that moment to the app provider. We only supply your data if you have given your consent for this in advance. We ask for your consent in the television menu.

Television via third parties

Third parties, such as XS4All, use our television network to be able to provide their own television services. If you purchase a television service from such a third party, KPN will process your aforesaid data, such as your TAN code, the number of your TV receiver, choice of channel, use of on-demand items, and recordings you have made. Unless we process your data, we cannot supply you with our services.

5.2.2. Planning, management of our network

KPN is responsible for the network that carries the television traffic. We are responsible for maintaining, planning, and improving the network and management. This includes showing the right programs, improving picture quality, resolving faults, and monitoring peak load and overload. The analysis of network use provides us with necessary information concerning the use of and load on our network. This information enables us to expand and improve our network in a focused way. KPN processes your data for this technical and statistical analysis. The results of the analysis will be reported in anonymized form within KPN so that the data is no longer traceable to individuals. This ensures the data is no longer traceable to individuals. Your identity will always remain a secret.

5.2.3. Conforming with statutory requirements

KPN is required by law to provide your data in some circumstances to third parties. Examples include the supply of data to owners of copyrights, in the context of, for example, a judicial investigation into hacking, illegal downloading or uploading.

5.2.4. Market analyses for the purposes of supplying reports to content providers, improving services, and providing information about options for using the products and services you have purchased

Content providers

Content providers (program makers, broadcasting companies) are only prepared to make their programs available via KPN's TV service provided that KPN pays a fee. To calculate and to monitor the level of the fee, they require KPN to supply a report indicating how often certain programs have been ordered on-demand within a certain period and (in the case of iTV online) how often the app is logged on to.

We will supply a report concerning the use of both free and paid on-demand items. KPN makes anonymized counts to be able to draw up the report on use of free on-demand items. The drawing up of the report on the use of paid on-demand items is not entirely anonymized, because data about your use of paid on-demand items is also kept for invoicing. In both cases, however, we are not concerned about who has looked at a program or who has ordered an item, but only about determining how often a particular program is ordered.

The aforesaid counts are processed by KPN into aggregated reports which indicate how often particular programs are ordered on-demand within a particular period. The aggregated reports do not contain any identifying data. In short: we detach your viewing pattern from your data, keeping you anonymous.

Improving services

The aforesaid aggregated reports are further processed by KPN to assess our products and services as well as our processes and to update these in line with new developments.

5.2.5. Marketing and sales activities, supply to third parties

KPN processes your personal and volume data for marketing and sales activities (even after termination of the contract). But not just for those reasons. We also process your personal data to be able to inform you about options for using the products and services you purchase from us for the benefit of KPN's own service, unless you have notified us that you object. Your data is processed by KPN for the purposes of making offers by letter, telephone or digitally (e.g. via SMS or e-mail), unless you have notified us by letter, telephone, SMS or e-mail that you object to being contacted. You can indicate this separately. Further information is contained in Chapter 12.3 of this Privacy Statement.

KPN processes your usage data and data concerning your use of both free and paid on-demand items in order to draw up aggregated reports. These reports indicate how often particular programs are ordered on-demand within a particular period. The aggregated reports do not contain any identifying data. We use these reports for general market analyses and to improve our service. KPN makes anonymized counts to be able to draw up the report on use of free on-demand items. The drawing up of the report on the use of paid on-demand items is not entirely anonymized, because data about your use of paid on-demand items is also kept for invoicing. In both cases, however, we are not concerned about who has looked at a program or who has ordered an item. We are only determining how often a particular program is ordered.

We only process your usage data and sensitive data if you have given your consent. We only process your usage data and sensitive data such as which programs you have watched, which on-demand programs you have watched and/or ordered, or what recordings you have planned or made in order to offer you personal recommendations or to inform you of the options for using the products or services you have purchased from us.

KPN will not supply your data to third parties for marketing, sales, or other commercial activities. If data is supplied to third parties for the purposes of their activities, this will only happen in an anonymized and aggregated form. This means the data cannot be traced back to you by any method.

5.2.6. Debt collection, Assignment of claims

For the purposes of enforcing payment of our invoices, we engage third parties such as debt collection agencies. If you are disconnected due to non-payment, we may assign our claims to such third parties. In such a case we share all data with such parties as need it to be able to enforce payment.

5.3. For how long do we keep your data?

KPN will not keep your data for longer than permitted by law and which is necessary for the purposes for which we use your data. The length of time that your data is kept depends on its nature and why it has been processed.

Therefore the period for which it is kept may be different according to the purpose for keeping it.

If you have a subscription with KPN, your personal data will in any event be kept for the duration of your subscription. We keep your non-itemized invoices for a maximum of seven years. We are required to keep your invoices this long for tax reasons. We keep your data about your television package and the on-demand items you have ordered for invoicing purposes for a maximum period of six months. Data about your recordings will be kept for a maximum period of one year, unless you delete the recording sooner yourself. Data about the programs you

have watched will only be kept for network purposes and for a period of 14 days. Aggregated and anonymized reports to assist providers with regard to content will be kept for a period of 13 months.

Do you subscribe to KPN Play? And have you given Play permission to recommend programs based on your viewing pattern? Then we keep your viewing data for 30 days to keep making recommendations.

5.4. What do we do with your data when the period for keeping it ends?

When the period for keeping your personal data ends, it will be deleted or anonymized. By anonymizing your data, we ensure that all possible features that could identify you are removed. What is left is statistical data that cannot be linked to you personally in any way whatsoever. This statistical data is important for us, because it provides us with information about how our products and services are used. We can use this statistical data, for example, to count the number of times that a program is watched, ordered, or recorded.

6. KPN websites

6.1. What data received from you do we process?

6.1.1. Visits to our website(s), logging on to the “MijnKPN” dashboard

If you visit our website(s) then we will process the following data:

- Your IP address, the type and language of your browser, the time of your visit and the web address from where you reached our website, the pages on our website that you click on, the links you click on, and other actions you take. To do this, we use cookies. We provide further information about the cookies and the choices available to you in this regard below;
- On some KPN websites we ask you for additional personal information, such as your e-mail address, name, home or work address, or a telephone number. If you make a purchase or take out a subscription for a paid service, we ask you for additional information, such as your bank account number or number of an ID document. In addition, we will sometimes ask for profile or demographic data, such as your postcode, age, sex, preferences, interests, and favorites;
- If you wish to access the “MijnKPN” dashboard on our website(s), you must sign in with a user name and password.

6.1.2. Cookies

KPN websites use cookies and “page tagging” pixels (herein after collectively referred to as “cookies”). Before a cookie is sent, we will notify you via our websites about the type of cookies we use and the options available to you in this regard.

By accepting cookies you can choose between three settings: “minimal”, “limited” and “optimal”. If you click on “cookies accepteren” then you have selected “optimal”. Would you like to change your setting? You can do this by clicking on the link “your settings” and inputting your choice there.

If you choose “**minimal**”, then only functional and statistical cookies will be sent. These cookies ensure that our websites function well and that we can measure the use of our websites and quickly discover any problems.

If you choose “**limited**” then as well as the functional and statistical cookies, we will also send social media and advertising cookies. Social media cookies are intended for sharing our websites via social media. Advertising cookies are used to measure how often an advertisement on our website is looked at and to settle this with the advertiser. The information we gather by these social media and advertising cookies we use to draw up

anonymized statistics and data combinations. We use this anonymized, statistical information to show content you find interesting.

If you choose “**optimal**”, we send the aforesaid cookies. The data collated via these cookies we combine with the contact and volume data you have sent us by virtue of being one of our customers. This way we can improve our websites and our services, and are able to send you targeted advertising and offers. On our websites and on social media.

Most online advertising that you see on KPN websites is produced by KPN itself. However, we also permit third-party advertising networks to present advertising on KPN webpages. Some of these advertising networks send a permanent cookie to your device to be able to recognize your computer when they send you an online advertisement. By doing this, these networks can gather data about where you and others who use your computer saw the advertisements and what advertisements you clicked on. It also counts how often a click on a third-party advertisement on a KPN website leads to a purchase from that third-party's website. This information enables the advertising networks to provide targeted advertising that they believe will be of interest to you. KPN has no access to the cookies that are sent by third-party advertising networks. We do let you know what cookies are placed and which parties we allow on our website: this information can be found on our cookie page.

6.2. What do we do with your data?

6.2.1. Service

We collect and use your data on our websites firstly to be able to supply our web services and other services. And to send you security alerts, for example about viruses.

6.2.2. Improving services and our websites, showing targeted advertising

Your (collated) data will also be used for research and for carrying out analyses, with the aim of improving our services and our websites. If we can find out, for example, whether users of our websites then get in contact with our customer service about a certain subject, we can improve our online service. We also use this data to provide you with an improved, more personal service by, for example, changing the advertisements you see on our website(s) in line with your personal preferences. However, we will only do this if you have indicated that you accept cookies with the “optimal” setting.

6.2.3. Marketing and sales activities, supply to third parties

Lastly, we sometimes use your data to contact you via e-mail, SMS or telephone, with offers and information about other products and services of KPN. However, we will only do this if you have indicated that you accept cookies with the “optimal” setting and you have not indicated that you object to being contacted in this way.

KPN will not supply your data that we process via our websites to any third party.

6.3. For how long do we keep your data?

KPN will not keep your data for longer than permitted by law and which is necessary for the purposes for which we use your data. The length of time that your data is kept depends on its nature and why it has been processed. Therefore the period for which it is kept may be different according to the purpose for keeping it.

6.4. What do we do with your data when the period for keeping it ends?

When the period for keeping your personal data ends, it will be deleted or anonymized. By anonymizing your data, we ensure that all possible features that could identify you are removed. What is left is statistical data that cannot

be linked to you personally in any way whatsoever. This statistical data is important for us, because it provides us with information about how our products and services are used.

7. KPN SmartLife

7.1. What data received from you do we process?

7.1.1. At time of registration, if you contact us

If you take out a subscription with us for an internet connection, register as a customer, or participate in a promotion, we process your data. If you take out a subscription with us for a fixed or mobile telephone connection, register as a customer, or participate in a promotion, we will process data from you such as your name, address, copy of your proof of identity or residence document, bank account number, e-mail address, date of birth, what services you buy from us, what peripherals you buy from us, where these peripherals are installed in your premises, and the data of your designated contact persons. We always process the data, no matter how you contact us. Whether it is by telephone, via our websites or in one of our stores.

If you get in contact with us, your data will be registered and we use your personal information. For example, we will record a question you ask us by telephone, via our websites or social media. We need to record the question in order to be able to answer it and to take the appropriate actions. Your data will be similarly registered if you report a fault, file a complaint, or fail to pay an invoice.

7.1.2. Use of the service

If you use KPN Smartlife, KPN will process data connected with its use and that is necessary to provide the service. The data from you that we, or one of our associated third parties, processes varies according to the service.

If you use KPN Smartlife Veilig, we will store the alerts we receive and the notices that we have sent to you or to the contact person you have designated. We also record our telephone conversations following a notice from you or your contact persons or if we have sent such notice ourselves.

If along with Smartlife Veilig you choose to install a camera, then camera images will be stored in your own domain. We have no access to camera images that are stored in your domain, unless you yourself give us access to these images, for example, as part of a report you file.

To supply Smartlife Comfort we use the services of Plugwise. The data concerning your use of Smartlife Comfort is not processed by KPN but by Plugwise. Plugwise is therefore responsible for the processing of this data. You can obtain more information about which of your data Plugwise processes at www.plugwise.nl/privacy-beleid.

7.2. What do we do with your data?

7.2.1. Service

The first reason for KPN to process your data is to be able to supply you with our services. We need your contact details for example to deal with requests. To be able to send you your invoice, we need to process not only your contact details but also the data concerning the use of our service, and the peripherals that you ordered. The processing of certain volume data, such as product type and firmware versions, is necessary to prevent any faults and to be able to deal with fault reports.

7.2.2. Supply to third parties in the context of claims for loss, detection of criminal acts

For the purposes of KPN Smartlife Veilig, KPN can forward your data to the police, judicial system, or insurance companies. We only do so if this is necessary for resolving claims for loss or to track down criminals.

7.2.3. Analyses, direct marketing and sales

KPN processes your contact details and volume data to improve our services, to inform you about options available to you and how to make optimum use of the products and services you purchase from us. We can also use this data to send you targeted offers, unless you have indicated you object to this. The data concerning your designated contact persons will only be used by us for the purposes of performing the Contract.

7.2.4. Debt collection, Assignment of claims

For the purposes of enforcing payment of our invoices, we engage third parties such as debt collection agencies. If you are disconnected due to non-payment, we may assign our claims to such third parties. In such a case we share all data with such parties as need it to be able to enforce payment.

7.3. For how long do we keep your data?

We do not keep your data any longer than necessary in order to perform the Contract. We keep audio recordings for a maximum period of one month, unless in any specific case a longer period is required, for example in the context of an ongoing investigation or ongoing judicial or other proceedings.

If you have a subscription with KPN, your personal data will in any event be kept for the duration of your subscription. We keep your non-itemized invoices for a maximum of seven years. We are required to keep your invoices this long for tax reasons. We store alerts for a maximum period of 62 days.

7.4. What do we do with your data when the period for keeping it ends?

When the period for keeping your personal data ends, it will be deleted or anonymized. By anonymizing your data, we ensure that all possible features that could identify you are removed. What is left is statistical data that cannot be linked to you personally in any way whatsoever. This statistical data is important for us, because it provides us with information about how our products and services are used.

8. KPN apps

KPN supplies a range of apps. Which of your data we process for the purposes of the app, why we process it, and how long we store this data depends upon the nature of the app and varies per app. During the process of installing the app, we will notify you about the data processed in that app and what choices are available to you in this regard.

Many apps gather location data needed to transport your telephone and data traffic over our network. But for certain apps it may be necessary to process more detailed GPS data in addition to the location data. Examples include a search function to a location in your neighborhood. If one of our apps wants to process detailed location data, the app will inform you of this and indicate the choices available to you.

9. In our stores

To protect our employees, customers, and property we have installed video cameras in our stores. These cameras are positioned so they are clearly visible and when inside our stores, you are alerted to the fact of video camera surveillance.

10. How is your data shared within KPN

Many customers purchase several products or services from KPN. Maybe you purchase all of your services from the KPN brand, but perhaps you purchase your services from various KPN brands or various KPN divisions. To provide you with the best possible service, we combine the data that is in our possession because you are our customer.

We combine the information that we have gathered ourselves with information that we have received from other companies. For example, we use the services of other companies that enable us to obtain a broad picture of your geographical location based on your IP address, so that we can adapt our service accordingly.

We use this combined data for the following purposes:

Service

Do you use several of our services? Then we link the information in our possession to provide the best possible service. This enables us to deal with your questions, reports (e.g. about any fault) and complaints quickly and adequately, even if you do not purchase all services from one brand or one division.

Improving services, offers

We use the combined information to improve our services. And to be able to adapt our network and products and services portfolio to our customers' needs. We also use the information to inform you about, for example, offers that we think might be of interest to you. Of course we respect the choices you have made concerning your privacy.

If when accepting cookies on our website(s) you have chosen the option "optimal", we will link the data that we obtain from you via our websites to the data via the services that we provide to you. We use this data for purposes including improving our online and offline services.

KPN Compleet

There may be benefits available to you if you buy several products or services from KPN. We will be happy to inform you of these benefits. An example of this is KPN Compleet. KPN Compleet offers you certain benefits (such as a discount, extra free Mbs and extra free TV channels) if at your home address you purchase one or more KPN Mobile subscriptions and a subscription for internet or Alles-in-1 for home. You can take advantage of these benefits even if not all of the subscriptions registered to your home address have been purchased from KPN in the same name. To check if your household qualifies for KPN Compleet, we combine the data we have regarding the services used at your address. We only do this if everyone living at this address has given their consent. Your mobile number and data concerning your use of the services you purchase from us will not be disclosed to persons you share a house with. If you do not wish your data to be combined in this way, you can inform us of this by filing an objection to the sharing of your data within KPN (see Ch. 12.3.3.)

11. Selling your data to third parties for the purposes of marketing, sales or other commercial activities

11.1. What we do not do

KPN does not sell your data to third parties for marketing, sales, and other commercial activities. If data is supplied to third parties for the purposes of their activities, this will only happen in such an anonymized and aggregated form. This means the data cannot by any method be traced back to any individual. Your identity continues to be unknown.

11.2. What we do do

11.2.1. Supply data to third parties engaged by us and our business partners

KPN engages third parties to perform certain services for the benefit of the network. Insofar as for the purposes of performing the services these third parties have access to your data, KPN has taken the required contractual and organizational steps to ensure that your data will only be processed for the aforesaid purposes. Even if KPN works with a party from outside the European Economic Area, we agree clear terms to protect the security of your data. In such cases we agree on standard terms as approved by the European Commission.

KPN also sells its products and services via partners we have selected with care. For this purpose KPN supplies contact details and volume data to its partners.

11.2.2. The supply of data in the context of a wholesale relationship

Third parties, such as XS4All, use our television network to be able to provide their own television services. Are you purchasing a television service from such a third party? KPN will process your aforesaid data, such as your TAN code, the number of your TV receiver, choice of channel, use of on-demand items, and recordings you have made. KPN processes this data only to enable your television provider to supply its television service. For this purpose, KPN will also supply this data to your television provider.

11.2.3. Supplying data to competent authorities

KPN is required by law to provide your data in some circumstances to third parties. Examples include the supply of data to competent authorities in the context, for example, of a criminal investigation, or the supply of information to parties owning copyrights in the context, for example, of a judicial investigation into illegal downloading.

11.2.4. Supplying data to publishers of directories and subscriber information services

If you have indicated that your telephone number may be included in the telephone directory and/or obtainable from a subscriber information service, then KPN is required by law to forward the data needed for your inclusion in the directory to publishers of other telephone directories and subscriber information services within the EU.

11.2.5. Supplying data concerning protected B-numbers to other providers

If you have a protected B-number then we will supply your number to other providers for the purposes of protecting the called number on the invoice.

11.2.6. Supply to 112

If you dial the emergency number 112, your telephone number will always be disclosed, even if you have blocked the number recognition. KPN is required by law to forward your phone number.

11.2.7. Supplying (anonymized) data to television content providers

To be able to comply with our reporting and payment obligations in respect to content providers (television program makers, broadcasters) KPN draws up reports that include data about how often certain programs are ordered on-demand within a certain period. The aggregated reports do not contain any identifying data. Your identity remains unknown to these providers.

11.2.8. Supplying data to third parties for the carrying out of a risk analysis and credit registration

KPN will construct for this purpose, in collaboration with other providers of public telecommunications services, a database of contracting parties who have been disconnected. It also includes whose contract has been terminated due to failure to comply with their obligation to make payments and other obligations. This database is intended

for use by KPN and these providers, in the context of acceptance of applications for telecommunication services. Stichting Preventel is responsible for this database. You can find out from them, whether you are included in this database and the reason why you have been included. If you disagree with your inclusion in this database, you may object. Requests for information or objections should be sent to Stichting Preventel, Postbus 744, 7400 AS Deventer. Look on www.preventel.nl for more information.

As soon as we receive a request for a new telephone subscription or a renewal, your data will also be forwarded to Experian, a company credit report supplier. This also happens if you send in a credit application. All data pertaining to your payment history will also be shared with Experian. Experian processes this data under its own responsibility for analyses of credit worthiness, fraud prevention and data quality validation. Experian can use this data to make an accurate risk analysis. If, as a result of payment arrears, your contract is ended, this information may have consequences for entering into other contracts that involve financial and other obligations. This applies to mobile telephony subscriptions entered into after January 1, 2010 and to fixed line subscriptions entered into after May 1, 2016.

If you wish to file an objection or require information about the way you have been included, you can contact Experian via this websites www.experian.nl. Or you can contact us via our KPN Customer Relations department.

11.2.9. Supplying data concerning nuisance phone calls and complaints concerning illegal or unlawful information on the internet (notice & take down)

If someone disturbs you with nuisance phone calls or you come across information that is unlawfully or illegally available on the internet, you can notify us. Would you like to know who is making these nuisance or malicious calls? Request us in writing to supply the contact data of the caller. If you make nuisance calls to someone else or they come across information from you that is unlawfully or illegally available on the internet, then that other party can report this to us and make the same request. If we receive such a request, then we will follow the procedure described in 3.2.11. Should this not help, then KPN will supply your telephone number, name and address to the complainant.

12. Your rights (Inspection, Correction, Objection)

12.1. Inspecting your data

You have the right to inspect your personal data. This means you can request to see which of your personal data has been registered and for what purposes this data will be used.

There are several ways of doing this. Do you want information about the calls you have made or films you have ordered, or other on-demand items? We refer you in the first instance to the “MijnKPN” dashboard on our websites (under “your data”) and to the MijnKPN app. Here you will find not only your personal data, but also your itemized invoice.

On certain matters we give you the option to indicate yourself whether you wish for your data to be processed, for example for the carrying out of analyses or to be contacted for commercial purposes such as offers. You can find a clear summary of the choices you have indicated to us on the “MijnKPN” dashboard on our websites (under “your data”) and on the MijnKPN app. You can see here not only what choices we have registered but also enable you to easily make changes to those choices you have made at any time.

If you cannot find the information you are looking for via our websites or on our app, you can send a request to inspect by letter. Include your name, address, fixed and/or mobile telephone number and a copy of a valid form of ID. You can send the letter to the address indicated below under the heading Ch. 13 “Contact”. KPN may charge you a maximum sum of € 4.50 as an administration fee.

12.2. Correcting your data

You have the right to alter your personal data if they are not correct. For this, contact us as stated under Ch. 13 "Contact". Within 4 weeks we will give you a written reply.

12.3. Right to object, permission to process your data

12.3.1. Objection to KPN processing your personal data

You can object to the processing of your personal data by KPN for purposes other than those necessary to perform a contract or to comply with any legal obligation. So, for example, you can object to the use of your personal data for analysis, marketing and sales activities. You can do this via the "MijnKPN" dashboard on our websites (under the heading "your data") or on the MijnKPN app. You can vary your choice at any time.

For this you can also contact us as stated under Ch. 13 "Contact".

12.3.2. Consent to process your call and location data and data concerning viewing pattern

Some data is only used if you have given your consent. This involves privacy sensitive data that is not necessary to perform a contract or to comply with any legal obligation. This includes usage of your call data to offer you a subscription that best suits your needs or for processing data about your viewing pattern to provide you with personal viewing advice. In such cases we will always seek your consent in advance before we use your data for such purposes. Do you not wish your data be used for these purposes? Then do not give your consent. This does not influence the use of our services. If you previously gave your consent for us to process your sensitive data for the aforesaid purposes, then you can withdraw that consent at any time. You can do this via the "MijnKPN" dashboard on our websites (under the heading "your data") or on the MijnKPN app. You can vary your choice at any time.

You can of course also contact us for this as stated under Ch. 13 "Contact".

12.3.3. Objection to your data being shared within KPN

Do you not want KPN to share your data with other KPN brands or divisions, or do not want your data to be combined so we can check whether your address is eligible for KPN Compleet? Then object to this. You can do this via the "MijnKPN" dashboard on our websites (under the heading "your data") or on the MijnKPN app. You can vary your choice at any time.

For this, contact us as stated under Ch. 13 "Contact". You should indicate clearly in the letter what uses of your data you object to. Do you only object to your data being shared? Or do you object to use of your data by KPN, or both? Within 4 weeks of sending us this objection we will give you a written reply.

12.3.4. Objection to being approached

You can object to being approached by KPN for purposes other than those necessary to perform a contract or to comply with any legal obligation. So, for example, you can object to being approached for sales activities.

You can object to any of the following forms of approach individually:

- Approach in writing
- Approach via SMS/e-mail
- Telemarketing

You can do this via the "MijnKPN" dashboard on our websites (under the heading "your data") or on the MijnKPN app. You can vary your choice at any time. Do you prefer to contact us? You will find how to do so under section Ch. 13 "Contact".

You can also prevent further approaches for commercial purposes via KPN's e-mail or SMS by following the instructions given in the e-mail or SMS messages that you receive. You can prevent approaches by telephone for

commercial purposes by using the options menu Bel-me-niet Register after receiving a call from KPN. At the end of the call, you can indicate that you no longer wish to be called by KPN. (Note: just registering in the Bel-me-niet Register does not automatically mean that you cannot be called by KPN in the future. you need to stipulate this separately in the options menu.)

KPN will process your objection as soon as possible. However, it may take some time before your objection has been processed into all files. During this time you may still be approached.

12.3.5. Bel-me-niet Register

If you do not wish to be approached any more by telephone by parties other than KPN, you can register your telephone number in the Bel-me-niet register. Once your number is registered in the Bel-me-niet Register, companies that you are not a customer of can no longer call you on that number. Further information about the Bel-me-niet Register is available at www.bel-me-niet.nl. As a customer of KPN, even if you have registered your number in the Bel-me-niet Register, you can still be telephoned by KPN. Do you no longer wish to be telephoned by KPN further? You can exercise the option of objecting to KPN about the use of your data to contact you for commercial purposes.

12.4. Right to be forgotten

In some situations you have the right to have your personal data erased. You have previously given your express consent to KPN for the use of your data, but you now withdraw that consent. KPN will then erase your data.

12.5. data portability

You have the right to receive your personal data held by KPN. In this way you can easily forward it to another supplier of the same kind of service. You can also request KPN to forward this data directly to another organization.

12.6. Filing a complaint with the supervisory body

You are entitled to file a complaint with the national supervisory body, the Dutch Data Protection Authority (the Dutch DPA). You can do this via the Dutch DPA [website](http://www.dpa.nl).

13. Contact

Contact KPN

	Write to	Telephone or send SMS to Customer Service, free of charge, available 24/7	On our website
Data Protection Officer	Ms. R. Marbus via PrivacyOfficer@kpn.com		
Right to inspect	KPN Customer Reactions attn. Mr. E. de Maat (manager Case Management Team) Postbus 30000 2500 GA, The Hague		

Right to correction, erasure and data portability	KPN Customer Reactions attn. Mr. E. de Maat (manager Case Management Team) Postbus 30000 2500 GA, The Hague		
Objection to use of your data for analyses, marketing			www.kpn.com/uwgegevens
Objection to being approached in writing	KPN (quoting "WBP") Postbus 2547 3500 GM Utrecht		www.kpn.com/uwgegevens
Objection to being approached by e-mail/SMS	Call 0800-0402 for fixed telephony Call 0800-0105 for mobile telephony	If you are a business customer: SMS "STOP" to 1683	www.kpn.com/uwgegevens
Objection to being approached by telephone		Call 0800-0402 for fixed telephony Call 0800-0105 for mobile telephony	www.kpn.com/uwgegevens
Correcting a BKR registration	KPN Risk Management Postbus 13500 9700 EG Groningen		
Deletion of data from telephone directory/subscriber information file		Call 0800-0402	Go to your MijnKPN account on our website and select "Thuis bellen"
Blocking Caller ID		Permanent blocking: Call 0800-0402 for fixed telephony Call 0800-0105 for mobile telephony Blocking per call: key in *31* before dialing the required number	
Reporting nuisance phone calls		Call 0800-0402	
Requesting previous version of Privacy Statement	KPN Customer Reactions (quoting 'request for previous privacy statement'), attn. Mr. E. de Maat (manager Case Management Team) Postbus 30000 2500 GA The Hague		