

COOKIE STATEMENT

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1. GENERAL

A. DIFFERENT TYPES OF COOKIES

- i. Carat Nederland B.V. uses various cookies on its website. A cookie is a small text file that is stored by the browser of your computer, tablet or smartphone when you first visit this website. There are different types of cookies:
- ii.
 - a. Functional cookies are cookies the functionality of which is purely technical. They ensure the website functions optimally. Your preferred settings can be remembered, for instance. We can also use this to optimise our website and our services via the website.
 - b. Analytical cookies can track your surfing behaviour. These cookies are used when analytical service providers are used, such as Google Analytics. Some analytical cookies are anonymous, while other analytical cookies process personal data.
 - c. Tracking cookies: these cookies are placed by an external party. These cookies make it possible for personalised advertisements to be shown. These cookies can also track your surfing behaviour, allowing these parties to build up a very specific profile. This profile can be so detailed that it constitutes personal data.

B. CHANGING COOKIE PREFERENCES

- i. Your cookie settings are set by you on your first visit to our website. All non-functional cookies can be refused per category. Placement of cookies, other than functional or anonymous analytical cookies, only takes place after permission through an active action by you as a visitor. You can change your settings at any time via our website.

C. BASIS OF DATA PROCESSING

- i. Functional cookies: the basis for processing functional cookies is the legitimate interest of Carat Nederland B.V.. The basis “legitimate interest” is based on Article 6, paragraph 1 under f of the GDPR. The interest of Carat Nederland B.V. is based on the need to ensure the proper functioning of the website. However, the user’s interest in maintaining his or her privacy is not exceeded, as functional cookies do not collect personal data that can be used for marketing or other purposes, for example.
- ii. Analytical cookies and tracking cookies: the basis for processing analytical and tracking cookies concerns the permission given to Carat Nederland B.V. The basis is based on Article 6, paragraph 1 under a of the GDPR. This article stipulates that the processing of personal data is only permitted if the data subject has given his or her unambiguous consent. The requested consent gives you as a user control over your personal data and provides transparency about how this data is used.

2. COOKIE OVERVIEW

A. COOKIE NAME, COOKIE TYPE, COOKIE PURPOSE AND THE RETENTION PERIOD

- i. The Carat Nederland B.V. website uses different types of cookies, which are shown in the table below.
- ii. There are a total of 55 different cookies on carat-tools.nl. The following cookies can be placed on the visitor’s hard drive when visiting the Carat Nederland B.V. website:

B. COOKIE TABLE

Name	Type(s)	Cookies	Retention period
Bing	Analytical, Tracking	MR	1 week
Bing	Analytical, Tracking	MUID	1 year
Bing	Analytical, Tracking	SRM_B	1 year

Bing uses various cookies. Collected user data is customised specifically to the user or device. The user can also be tracked outside the loaded website, creating a picture of the visitor's behaviour.

Clarity	Tracking	_clck	1 year
Clarity	Tracking	_clsk	22 hours
Clarity	Tracking	ANONCHK	End of session
Clarity	Tracking	CLID	1 year
Clarity	Tracking	MR	1 week
Clarity	Tracking	MUID	1 year
Clarity	Tracking	SM	End of session

These cookies are placed by Clarity. Information is collected about how the website visitor uses the website. This makes it possible to check what exactly the visitor clicks on, so the website can be optimised based on this information.

Cloudflare	Functional	__cfduid	1 month
Cloudflare	Functional	cf_use_ob	End of session

Cloudflare is a platform that improves the performance and security of websites. These cookies identify and track the user, for instance, to enable a load balancer and a bot manager to work. A cookie is also used to determine whether web traffic is trusted.

Cookie Code	Functional	PraivacyAudit	1 year
Cookie Code	Functional	PraivacyCookieConsent	1 year

The PraivacyCookieConsent cookie records your preferences about allowing cookies. Using the PraivacyAudit cookie you can later anonymously find out which permission you have given for placing cookies.

Facebook	Tracking	_fbp	3 months
Facebook	Tracking	c_user	End of session
Facebook	Tracking	fr	3 months
Facebook	Tracking	xs	End of session

Name	Type(s)	Cookies	Retention
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Facebook uses various cookies. Collected user data is customised specifically to the user or device. The user can also be tracked outside the loaded website, creating a picture of the visitor's behaviour. This processing takes place in the United States of America.

Google	Tracking	__Secure-3PAPISID	End of session
Google	Tracking	__Secure-3PSID	End of session
Google	Tracking	__Secure-APISID	End of session
Google	Tracking	__Secure-HSID	End of session
Google	Tracking	__Secure-SSID	End of session
Google	Tracking	1P_JAR	End of session
Google	Tracking	APISID	End of session
Google	Tracking	HSID	End of session
Google	Tracking	NID	End of session
Google	Tracking	SAPISID	End of session
Google	Tracking	SID	End of session

These cookies are placed by Google. They are used for analytical purposes and to collect data about the use of Google services. These insights enable both Google and the website owner to improve the services and website. Google also uses the collected data for personal advertising purposes. The interactions and preferences are stored per visitor. This data processing takes place in the United States of America.

Google Analytics (anon.)	Analytical (anonymous)	_ga	2 years
Google Analytics (anon.)	Analytical (anonymous)	_ga_Z25MEGT6ZB	2 years
Google Analytics (anon.)	Analytical (anonymous)	_gat_UA-93903851-1	End of session
Google Analytics (anon.)	Analytical (anonymous)	_gid	23 hours

These cookies are placed by Google Analytics. They measure how many users visit the website and how they use the website. Your IP address is masked, so you as a visitor remain anonymous.

Google reCAPTCHA	Functional	_GRECAPTCHA	6 months
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Name	Type(s)	Cookies	Retention
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This cookie is placed by Google and is used to distinguish between people and bots. This is beneficial for the website to create accurate reports on the use of the website.

Hotjar	Analytical, Tracking	_hjAbsoluteSessionInProgress	End of session
Hotjar	Analytical, Tracking	_hjFirstSeen	End of session
Hotjar	Analytical, Tracking	_hjid	1 year
Hotjar	Analytical, Tracking	_hjIncludedInPageviewSample	End of session
Hotjar	Analytical, Tracking	_hjIncludedInSessionSample	End of session
Hotjar	Analytical, Tracking	_hjIncludedInSessionSample_2183401	End of session
Hotjar	Analytical, Tracking	_hjSession_2183401	End of session
Hotjar	Analytical, Tracking	_hjSessionUser_2183401	1 year
Hotjar	Analytical, Tracking	_hjTLDDTest	End of session

These cookies are placed by Hotjar. They provide analysis and feedback of the website based on the user's visit. This way it is possible to adjust the website to the wishes of the visitors.

Site Cookies	Functional	PHPSESSID	End of session
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These cookies keep track of data entered on the website, making it easier to use the website. This includes login details, data entered on forms and saving preferences.

Tawk.to	Tracking	_tawkuuid	6 months
Tawk.to	Tracking	ss	End of session
Tawk.to	Tracking	TawkConnectionTime	End of session
Tawk.to	Tracking	tawkUUID	6 months

These cookies are placed by Tawk.to and are used in combination with the live chat. This cookie keeps track of which page the user is on, so the user can be contacted reactively via the live chat.

YouTube	Tracking	CONSENT	2 years
YouTube	Tracking	VISITOR_INFO01_LIVE	6 months
YouTube	Tracking	YSC	End of session

Name	Type(s)	Cookies	Retention
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These are cookies placed by YouTube to analyse the behaviour of visitors. A YouTube video is placed on the site and when the user watches it, information is released.

3. GOOGLE ANALYTICS

A. GOOGLE

- i. A Google cookie is placed via our website, a company you have undoubtedly heard of. These cookies are part of Google Analytics. We use this service to analyse how you as a visitor use our website and Google creates insightful reports about this for us.
- ii. Google can disclose this information to third parties if it is obliged to do so by law or if these third parties process the information on behalf of Google. Carat Nederland B.V. has no influence over this.
- iii. Clickhere (<https://policies.google.com/technologies/partner-sites>) to find out how Google uses your personal data and for what purposes it is used.

B. PRIVACY SETTINGS

- i. By means of this cookie statement, we inform you about the use of Google Analytics.
- ii. Carat Nederland B.V. has entered into a processing agreement with Google;
- iii. Google Signals is used. This feature gives us more insight into the behaviour of our visitors on different devices;
- iv. Collected data is linked to other Google services;
- v. Your IP address is anonymised so your location cannot be traced.

4. THIRD-PARTY WEBSITES AND CHANGES

- i. This cookie statement does not apply to websites of third parties hyperlinked to our website. It is not possible for Carat Nederland B.V. to guarantee that these third parties handle your personal data in a reliable and secure manner.
- ii. Always consult the privacy statement of these websites before using them.
- iii. This cookie statement can be changed. In the event of a change, you will be asked again to agree to the placement of the changed cookies. The current version of this cookie statement is 20240523.

5. INSPECTING, CORRECTING OR DELETING DATA

A. YOUR RIGHTS

- A.** You have the right:
 - a. to view your personal data;
 - b. to submit a request for correction of data;
 - c. to request that we process fewer data;
 - d. to request deletion of your data;
 - e. to have your data transferred to someone else and,
 - f. to submit a complaint as further described in Article 6.
- B.** If you have any questions or comments about the data processing by Carat Nederland B.V., please send a request to toavg@carat-tools.nl
- C.** Carat Nederland B.V. wants to be sure that the request for access has been made by you. We therefore kindly ask you to send a copy of your proof of identity together with your request for access, correction or deletion. To protect your privacy, Carat Nederland B.V. requests that you black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) in this copy.
- D.** Carat Nederland B.V. will respond to your request as soon as possible, but in any case within four weeks

6. RIGHT TO COMPLAIN

A. INTERNAL PROCESSING

- i. If you have complaints about the manner in which (personal) data is processed, Carat Nederland B.V. will be happy to help you resolve these in mutual consultation. Please direct your complaint to toavg@carat-tools.nl.

B. DUTCH DATA PROTECTION AUTHORITY

- i. Under the General Data Protection Regulation, you have the right to file a complaint with the Dutch Data Protection Authority about our processing of your personal data. Please contact the Dutch Data Protection Authority. More information about your right to complain can be found on the website at:
<https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-over-gebruik-persoonsgegevens>.