

WHAT PERSONAL DATA WE COLLECT - OUR CUSTOMERS, SUPPLIERS, PROSPECTS AND THEIR EMPLOYEES AND/OR REPRESENTATIVES

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Tabel overzicht

Purpose/Activity	Personal Data Processed	Lawful Basis for Processing	Retention Period	How do we receive the personal data	Transfer of personal data to third countries
Negotiating, entering into and executing agreements with our customers and suppliers We process personal data of the customer/supplier and its employees and/or representatives for the purposes described above. This includes recovering debts owed to us	Customer/supplier: - Name - Address - Bank account number - VAT identification number - Invoice details - Description of purchased services (including prices) Employee/representative: - Name - Job title - Employer - Contact information - Correspondence data - Signature	Customer/supplier: - Necessary for the performance of the agreement we will conclude or have concluded with the customer/supplier. If you refuse to share your personal data with us for these purposes, we cannot conclude a contract with you Employee/representative: - Our legitimate interests to operate our business, conduct our onboarding activities, conclude contracts with clients and fulfil our legal and contractual obligations towards our clients and suppliers	We store the personal data for this purpose for up to 7 years after the contract has come to an end	We receive the personal data from you directly or your employer	No
Administration We store invoices and contracts of customers and suppliers to comply with our administration obligations We share this personal data with our accountant	Customer/supplier: - Name - Address - Bank account number - VAT identification number - Invoice details - Description of purchased services (including prices) Employee/representative: - Name	Our legal obligation to store our (financial) administration. If you refuse to share your personal data with us for these purposes, we cannot conclude a contract with you or your employer	We store the personal data for this purpose for up to 7 years after the year in which the contract has come to an end	We receive the personal data from you directly or your employer	No

	• Job title • Employer • Contact information • Correspondence data • Signature				
Licence Measurement If your employer uses software provided by or via Ctac, we may process your personal data to assess whether your employer uses the software in line with their licence. For example, by counting the number of users	Employee: • Name • Last login date/time • When the account was created • Job title	Our legitimate interests to operate our business, verify if software is used in accordance with the licence and to fulfil our contractual obligations towards our clients and suppliers	We do not store personal data for this purpose	We receive the personal data via the system for which we perform the licence measurement or by your employer	No
Communicating with us We process your personal data if you communicate with us or file (support) tickets	Customer/supplier: • Name • Address • Customer number • Identification pin code Employee/representative: • Name • Job title • Employer • Contact information • Correspondence and its content (please note that we have no influence over the content shared with us) • Language • Ticket history	Customer/supplier: • Necessary for the performance or conclusion of the agreement with the customer/supplier. If you refuse to share your personal data with us for these purposes, we cannot conclude a contract with you or your employer • If the communication is processed for other purposes, we do so based on our legitimate interests to operate our business and communicate with customers/suppliers	If the communication is related to the conclusion or execution of a contract, we store the personal data for this purpose for up to 7 years after the contract has come to an end Communication for other purposes will be stored for up to 7 years after the communication has been concluded	We receive the personal data from you directly or from one of your colleagues	No

		and their employees/ representatives Employee/representative: Our legitimate interests to operate our business, conduct our onboarding activities, conclude contracts with clients and fulfil our legal and contractual obligations towards our clients			
Automated e-mail signatures Our e-mails contain automated signatures, for which personal data is processed if you communicate with us via e-mail	- E-mail address - Employer - Content of the e-mail to determine the appropriate location of the signature (the content itself is not read)	Our legitimate interests to ensure that e-mail signatures contain up-to-date information (e.g. about recent events), are correctly inserted when mailing via mobile devices and to prevent inconsistent use of e-mail signatures which may harm the reputation of Ctac	For the duration of the communication with you	We receive the personal data from you directly or from one of your colleagues	No
Secondments at Ctac If you are seconded to Ctac via your employer, we process your personal data to confirm your identity	- Name - Address - Contact information - Date of birth - Gender - Nationality - Place of birth - Employer - Hourly rate - Working agreements - Information from your identification document (document number, type of document, issue date, validity and signature)	Our legitimate interest in performing the agreement we conclude with our supplier (your employer). We must ensure that the right person is working at Ctac for security purposes	We store the personal data for this purpose for up to 7 years after the contract with the supplier for your secondment has come to an end	We receive the personal data from you directly or from your employer	No

Secondments at Ctac's customers If you are seconded to a Ctac customer via Ctac or wish to be seconded via Ctac, we process your personal data to make sure you are the correct person Your personal data will be shared with the customer for whom you will be working	• Name • Address • Contact information • Date of birth • Gender • Nationality • Employer • Hourly rate • Working agreements • Information from your identification document (document number, type of document, issue date, validity and signature)	Your consent for us to process the personal data and share the personal data with the customer for whom you will be working. If you refuse to share your personal data with us for these purposes, we cannot second you at our customer	We store the personal data for this purpose for up to 2 years after you have given us your consent to process your personal data	We receive the personal data from you directly or from your employer	No
Approaching prospects If you work as an employee or representative of a business prospect of Ctac, Ctac may process your personal data for the purpose of generating new business with the prospect	• Name • Job title • Employer • Contact information • Communication • Gender • Location of work • Authority to sign • Notes about arrangements, conversations and details • Language • Hobbies (to be able to invite you to events that match your interests) • Events you participated in • Outstanding tasks	Our legitimate interest to expand our business and approach prospects that may be relevant to Ctac. Although our interests are of a commercial nature, the processing activity takes place in a business environment (reducing the impact on your privacy) and the processing activity is common in that environment which is why we believe this processing activity fits within	We store the personal data for this purpose for up to 5 years after the last contact with the data subject or for up to 6 months after we have been informed that the data subject is no longer working for the prospect	We receive the personal data either from you directly, via a Ctac employee to whose network you belong, via your colleague, via the prospect or via a purchased lead (only with your consent)	No

		your reasonable expectations of privacy You are free to object to the processing of your personal data (see your rights below for more information)			
Relationship management We want to be able to manage our relationships. This can be either with our customers, prospects or suppliers Managing our relationships entails processing your personal data to contact you, to send gifts, to invite you to events, to measure your satisfaction and to conduct polls and interviews	Processed for relationship management in general: • Name • Job title • Employer • Contact information For sending gifts: • Address • Event for which the gift is sent (e.g. a birthday) For communicating: • Correspondence • Gender • Location of employment • Notes about arrangements, conversations and details • Language • Hobbies (to be able to invite you to events that match your interests) • Events you participated in • Outstanding tasks • HubSpot ID	Our legitimate interest to manage relations with our network, customers, prospects and suppliers and to improve our services. You are free to object to the processing of your personal data (see your rights below for more information)	We store the general personal data and the personal data for communicating for up to 5 years after the last contact with you, or for up to 6 months after we have been informed that you no longer work for our customer, supplier or prospect Personal data for sending gifts is stored for up to 1 year after the gift has been sent. If the event for which the gift is sent is recurring, the event is stored for up to 5 years after the last contact with you Personal data for conducting polls and interviews is stored for up to 2 years after the year in which the poll and/or	We receive the personal data from you directly or from one of your colleagues. The HubSpot ID is generated by HubSpot	No

	For conducting polls and interviews: • Answers to questions and polls • Reports of interviews To invite to events: • Interests • Dietary preferences		interview took place (after which the results will be anonymised) Personal data for events is stored for up to 6 months after the year in which the event took place		
Generating anonymised statistics via the customer feedback system We process your personal data to generate anonymised statistics based on customer feedback. E.g. to generate scores	• Name • E-mail address • Language • Employer • Received feedback	Necessary to pursue our legitimate interest of being able to improve employee performance and client satisfaction	Personal data is stored for this purpose for up to 3 months, after which we only retain the anonymised data	We receive the personal data from you directly via the feedback system or from the customer using the feedback system	No
Sending you the newsletter for our customers To send you our newsletter if you are a contact who works at one of our customers	• Name • E-mail address • Job title category • Whether you click on the links in the e-mail	Your consent for us to process the personal data to send you the newsletter	We store the personal data for this purpose until you withdraw your consent for the newsletter either by contacting us or using the link included in each newsletter	We receive the personal data from you directly	No

Testimonials on our website To share your testimonial on our website	• Name • Employer • Job title • Testimonial	Your consent to us to process the personal data and to publish your testimonial on our website	We store the personal data for this purpose as long as the testimonial remains relevant for Ctac. If the testimonial is no longer relevant, it will be removed from the website within 6 months and from our database within 2 years	We receive the personal data from you directly	No
Measuring efficiency of marketing efforts To measure the efficiency of our marketing efforts, we verify which marketing efforts contributed to a deal and the value of the deal. We only process information of customers with more than 50 employees, which is not personal data. The HubSpot ID is connected to a natural person (e.g. the representative) and therefore it is personal data	Employee/representative: • HubSpot ID	Our legitimate interest to measure the efficiency and return on investment of our marketing efforts to improve our marketing strategies. Although the interest is of a commercial nature, the impact on the data subject is very limited as only a HubSpot ID is processed on a pseudonymised basis	We store the personal data for this purpose for up to 2 years after the year in which the deal took place	Generated by HubSpot	No