

# COOKIE STATEMENT

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## 1. MAPPING YOUR VISIT OF OUR WEBSITE

### A. COOKIES

- i. 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.
- ii. Mitrofresh B.V. uses different types of cookies:
  - a. Functional cookies: These are cookies with a purely technical functionality. These ensure that the website works properly, so that it can, for example, remember your preferred settings. Using these, we can also optimize our website and the services through our website.
  - b. Analytic cookies by third parties: These cookies can keep track of your online behaviour. These cookies are used by Google Analytics.
  - c. Tracking cookies: These cookies are placed by an external party. By reading these cookies the advertiser recognizes you when you visit a site in which he is also involved. If you continue browsing, personalized ads can be shown. These cookies can also keep track of your online behaviour, which may result in a very specific profile being built by these parties. This profile can be so detailed that it is considered personal data.

### B. CHANGE COOKIE SETTINGS

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

### C. LEGAL BASIS OF DATA PROCESSING

- i. Functional cookies: The basis for processing functional cookies is the legitimate interest of Mitrofresh B.V.. The interest of Mitrofresh B.V. is based on the need to ensure 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.
- ii. Analytical and tracking cookies: The basis for processing analytical and tracking cookies concerns the consent given to Mitrofresh B.V.}. This article provides that the processing of personal data is only allowed if the data subject has given his or her unambiguous consent. The requested consent gives you, the user, control over your personal data and provides transparency on how this data is used.

## **2. COOKIE OVERVIEW**

### **A. COOKIE NAME, COOKIE TYPE, COOKIE FUNCTION AND THE RETENTION PERIOD**

- i. The different types of cookies that the Mitrofresh B.V. website uses are shown in the table below.
- ii. On mitrofresh.com, there are a total of 20 different cookies. The following cookies are placed on the visitor's hard drive when you visit the Mitrofresh B.V. website:

## B. COOKIE TABLE

Name	Type(s)	Cookies	Duration
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Amazon Web Services	Functional	AWSALBCORS	1 weeks
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These cookies enable us to allocate server traffic to make the user experience as smooth as possible. A so-called load balancer is used to determine which server currently has the best availability. The information generated cannot identify you as an individual.

Cloudflare	Functional	__cf_bm	End of session
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Cloudflare is a platform that improves the performance and security of websites. These cookies identify and track the user, among other things to run a load balancer and a bot manager. A cookie is also used to determine whether web traffic is trusted. This processing takes place in the United States of America.

DoubleClick	Tracking	IDE	1 years
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DoubleClick	Tracking	test_cookie	End of session
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DoubleClick uses cookies to recognize the visitor, also on other websites, for advertising purposes. Personalized advertisements can be offered through tracking. The behavior of the visitor with the personalized advertisement can also be investigated. Your behavior can be mapped using this cookie.

Google	Analytical, Tracking	_gcl_au	3 months
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These cookies are set by Google. They are used for analytical purposes and to collect data on the use of Google services. These insights enable both Google and the website owner to improve services and the website. Google also uses the data collected for personalised advertising purposes. The interactions and preferences are stored per visitor. This data processing takes place in the United States of America.

Google Analytics	Analytical	_ga	2 years
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Google Analytics	Analytical	_ga_R33H61YESE	2 years
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These cookies are set by Google Analytics. These cookies give us a better picture of visitor behaviour on the website. This is used to improve the user experience on the website. This processing takes place in the United States of America.

Hotjar	Tracking, Analytical	_hjAbsoluteSessionInProgress	End of session
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Hotjar	Tracking, Analytical	_hjFirstSeen	End of session
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Hotjar	Tracking, Analytical	_hjIncludedInSessionSample_3803793	End of session
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Hotjar	Tracking, Analytical	_hjSession_3803793	End of session
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Hotjar	Tracking, Analytical	_hjSessionUser_3803793	1 years
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Name	Type(s)	Cookies	Duration
These cookies are set by Hotjar. They provide analysis and feedback of the website based on the user's visit. In this way it is possible to adapt the website to the wishes of the visitors.			
Site Cookies (Functioneel)	Functional	__RequestVerificationToken	End of session
Site Cookies (Functioneel)	Functional	ASP.NET_SessionId	End of session
These cookies keep up data entered on the website, so that the use of the website is easier for the user. This may include login data, data that is entered on forms and saving preferences.			
Tawk.to	Tracking	TawkConnectionTime	End of session
These cookies are placed by Tawk.to and are used in combination with the live chat. This cookie keeps track of the page on which the user is located, so that the user can be reactively addressed via the live chat.			
Vimeo	Analytical, Tracking	vuid	2 years
These cookies are set by vimeo.com and player.vimeo.com. They ensure that the video playback can take place. They also analyze the IDs of the visitors. Subsequently, the visitors gets to see personalised ads on other websites. This processing takes place in the United States of America.			
Zendesk	Functional	__zlcmid	1 years
Essential anonymous cookies to handle customer service through the Zendesk platform.			

### 3. GOOGLE ANALYTICS

#### A. GOOGLE

- i. Through our website cookies are placed by a company called Google. These cookies are part of the "Analytics" service. We use this service to investigate how you as a visitor use our website. Google makes insightful reports about this for us.
- ii. Google may provide this information to third parties if Google is legally obliged to do so, or if third parties process the information on behalf of Google. Mitrofresh B.V. has no influence on this.

#### B. PRIVACY SETTINGS

- i. By means of this cookie statement we inform you about the use of this type of cookie.
- ii. Mitrofresh B.V. has concluded a processor agreement with Google.
- iii. The information that Google collects is anonymized as much as possible. We used IP-masking, so that your location is not traceable.
- iv. We prohibited Google to use the gathered data for other products and services by Google companies (like e.g. AdWords and DoubleClick)

## **4. THIRD PARTIES' WEBSITES AND AMENDMENTS**

- i. This cookie statement does not apply to third-party websites linked to our website. It is not possible for Mitrofresh B.V. to guarantee that these third parties handle your personal data in a reliable and secure manner. However, Mitrofresh B.V. is committed to ensuring the same level of security of your data.
- ii. Always consult these websites' privacy statement before using these websites.
- iii. A known third party is Google, read here (<https://business.safety.google/privacy/>) they also handle personal data.
- iv. This cookie statement is subject to change. When it is changed, you will be asked again to give permission to place the modified cookies. The current version of this cookie statement is 20250121.

## **5. ACCESSING, ADJUSTING OR DELETING YOUR DATA**

### **A. YOUR RIGHTS**

- i. You have the right to
  - a. access your personal data,
  - b. request an adjustment of your data
  - c. request that less of your data be processed by us,
  - d. apply for the removal of your data,
  - e. have your data transferred to someone else and
  - f. file a complaint as described in article 6.
- ii. If you have any questions or comments about the way Mitrofresh B.V. processes your data, please send them to [mfinance@mitrofresh.com](mailto:mfinance@mitrofresh.com).
- iii. Mitrofresh B.V. wants to be sure that the request has been made by you. That is why we kindly ask that you, along with your request for access, correction or removal, send us a copy of your ID. To protect your privacy, Mitrofresh B.V. asks you to cover your photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), document number and citizen service number/social security number in this copy.
- iv. Mitrofresh B.V. will respond to your request as soon as possible, but at least within four weeks.

## **6. RIGHT TO COMPLAIN**

### **A. INTERNAL HANDLING**

- i. If you have any complaints about the processing of (personal) data, Mitrofresh B.V. would like to clear the air with you in mutual consultation. Please send your complaint to [mfinance@mitrofresh.com](mailto:mfinance@mitrofresh.com).

### **B. DATA PROTECTION AUTHORITY**

- i. Based on the General Data Protection Regulation, you have the right to submit a complaint to your own Data Protection Authority about our processing of your personal data. You can contact the lead supervisory authority of Mitrofresh B.V., which is the Dutch DPA (Autoriteit Persoonsgegevens). For more information on your right to complain, please visit the Dutch DPA's website: <https://autoriteitpersoonsgegevens.nl/en>.