

PRIVACY STATEMENT

23-11-2022

This is the Privacy Statement belonging to the DialogueTrainer Web Application: dialoguetrainer.app. We are responsible for processing the personal data of our users. This involves personal data as defined in the Personal Data Protection Act and the General Data Protection Regulation, including results from the virtual communication skills training developed by DialogueTrainer. This statement describes how data processing is carried out, and which data is processed for what purposes.

By using our Web Application, you agree to the following terms and conditions applicable thereto. If you do not agree with this Privacy Policy, please do not use the Web Application and report to us.

ARTICLE 1. General

1.1 In this Privacy Statement, the following terms have the following meanings:

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| "Visitor information" | data is stored automatically when you visit or use the Web Application on our servers on that visit, including the URL, IP address, browser type and language, date and time, the choices of the User who plays a scenario, the results of all choices of the User in a scenario and the time it took to make a choice; |
| "User" means | any user of the Web Application; |
| "Privacy Statement" | this privacy statement; |
| "DialogueTrainer" | DialogueTrainer B.V., located in Utrecht and registered in the commercial register of the Chamber of Commerce under number 66655404; |
| "Web Application" | the web application developed by DialogueTrainer that consists of the following components: 1) a virtual conversation simulation environment for training professional conversation skills including user profile with dashboard, 2) modlets, learning |

environments consisting of steps, cards and pages with content such as theory, images, videos, conversation simulations, tests and drag-drop tables, including the modlet editor, 3) an editor for developing conversation simulations, and 4) a management environment for managing and displaying Users, simulations and other data, including dashboards.

ARTICLE 2. Processing of personal data

- 2.1 We collect personal data from our users via the Web Application in connection with a visit to the Site or the Web Application, a request for (additional) information, placing an order, signing up for our newsletter or using a personal account on Web Application.
- 2.2 If the User makes use of the possibility on the Web Application to speak or type text to the virtual character through speech or text recognition, transcripts of the recorded audio or typed text can be stored and processed to improve the quality of the Web Application. Depending on the dialogues and the content of the dialogues, it may occur that transcripts or texts containing personal data, including special personal data (about a User's health for example), are stored and processed. The User should therefore carefully consider what he says to the virtual character. If the User shares (special) personal data in a dialogue, he agrees to the processing of this data as described in this article.
- 2.3 In addition we can use the visit data and other personal data of our users (anonymously) for (i) statistical analyses and reports of the visit, click and user behavior on our Web Application, (ii) analyzing and improving the usage of the Web Application, and (iii) conducting research related to the usage of the Web Application.
- 2.4 Personal data supplied may be processed by us for the performance of our services and in particular for the express purpose for which the data are collected, as described in this article.

ARTICLE 3. Transfer to third parties

- 3.1 Except as specified below, only persons we have authorized to protect personal data or otherwise edit or perform IT maintenance have access to the personal data of our Users.
- 3.2 Otherwise we will not provide third parties with the personal data of our users, unless this is necessary for the performance of our services, on the basis of a law or in an emergency, to the extent that this is in the interest of our users in the reasonable opinion of DialogueTrainer.

ARTICLE 4. Speech recognition

- 4.1 If the User makes use of the possibility on the Web Application to speak to the virtual character through speech recognition, the audio will be recorded and processed by third parties to make the speech recognition possible. Depending on the dialogues and the content of the dialogues, it may occur that the recorded audio contains (special) personal data. The User should therefore carefully consider what he says to the virtual character. If the User shares (special) personal data in a dialogue through speech recognition, he agrees to the processing of this data by third parties. This data is processed within the EU. This means that there is an appropriate level of protection for the processing of (personal) data. We are not responsible for this and exclude all liability in this respect.

ARTICLE 5. Cookies, Google analytics, social media and third-party cookies

- 5.1 We make use of "cookies" to (i) analyze and improve the use of the Web Application and (ii) provide services to our users (such as a personal account, handling information requests or orders)
- 5.2 Cookies are small text files that are stored on a computer when the Web Application is visited or used. The cookie remembers what information the user provides on the Web Application for a return visit, so that the contents of the Web Application can be adjusted to the user, and it is not necessary that personal data be entered again.

- 5.3 Learn how to enable and disable cookies, refer to the instructions or by using the Help function of your browser. Some features on the Web Application might not work if a computer is not able to receive cookies.
- 5.4 We may use Google Analytics to analyze and improve the use of the Web Application. Google Analytics is a web analytics service provided by Google, Inc. ("Google"). Using Google Analytics, we add the anonymize function to our Google Analytics configuration, so no full IP address is sent to Google. The last octet of the IP address is removed so that tracking at the individual level is made technically impossible.
- 5.5 The Web Application may include buttons to share on social media such as Facebook from Facebook Inc., Twitter Twitter Inc., YouTube, YouTube LLC Instagram Instagram LLC (social media). These buttons work through bits of code derived from the social media itself. Through these codes cookies may be placed, which we cannot influence. Users are advised to read the privacy statements of the social media (which may change periodically) to see what they do with the personal data they collect through these cookies.
- 5.6 Google and social media can provide the information to third parties gathered via their cookies if it is legally obliged to do so, or where such third parties process the information on behalf of (one of) them. The information is transferred to and stored on servers in the United States. Google and social media claim to adhere to applicable privacy regulations. This means that there would be an adequate level of protection for the processing of (personal) data. We are not responsible for them and exclude all liability in this regard.
- 5.7 The Web Application contains links to third-party websites. When users visit these websites, privacy statements of these third parties are applicable. We are not responsible for the way third parties possibly handle personal data of users or for the cookies used by these third party sites.

ARTICLE 6. Inspection and correction of data

- 6.1 Users have the right to inspect their personal data. For this you can ask us which data has been registered and what it is used for.
- 6.2 Users have the right to have the data we have collected corrected, changed or supplemented if it is incorrect or incomplete.

- 6.3 Users have the right to ask who has or has had access to their personal data. Users can ask us which data has been registered and who has or has had access to it.
- 6.4 In a number of legally determined cases, Users have the right to have less personal data processed by us.
- 6.5 In a number of legally determined cases, Users have the right to have the personal data deleted.
- 6.6 In a number of legally determined cases, Users have the right to request their personal data from us and to have it transferred to third parties.
- 6.7 Users have the right to object to the processing of their personal data by us.
- 6.8 If a User has given permission for the processing of his personal data, this User may withdraw this permission at any time. For this you can send a request to us.

ARTICLE 7. Retention period

- 7.1 We store personal data of our users no longer than is necessary for the performance of our services, unless we are under legal provisions required to retain personal data longer.
- 7.2 We have taken appropriate technical and organizational measures to protect the personal data of users against loss or unlawful processing, including (i) storage of such data in a secure database with encrypted passwords and secure backups and (ii) access to personal data via a personal account with a unique username and password. Although we have taken and will take all possible security measures, risks are bound to the processing of personal data via the Internet, which are inherent in Internet use in society.

ARTICLE 8. Other provisions

- 8.1 We reserve the right to change this Privacy Statement. Therefore Users are advised to check this Privacy Statement regularly on the Web Application. Continued use of the Web Application after change means that you agree to our revised Privacy Statement.
- 8.2 In case of questions, suggestions or complaints about this Privacy Statement or other aspects of our service, please contact us via support.dialoguetrainer.com.