KPN Privacy Statement

September 2016

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 TV. 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 continually 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 what use you make of our products and services, even if you don’t purchase all your products and services from one brand or one 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, a personal 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 hint to top up, to avoid unnecessarily paying too much. If you purchase several services or products from us, then there may be benefits to doing so. An example of this is KPN Compleet. We will be happy to inform you of these benefits. For this purpose also we will process your data.

However, when we do process this data, we put your interests first!

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 the choice you have made in respect of your privacy.
- You decide what will happen to your data. We respect the choices you have made with regard to your privacy.

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 in relation to 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. If, for example, you purchase a service from KPN B.V. then the party responsible for processing your data is **KPN B.V., Maanplein 55, The Hague**.

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

All our processing of personal data is notified to the Autoriteit Persoonsgegevens (Dutch Data Protection Authority) in The Hague. For each registration there is a precise description of what part of your data KPN processes, for which purposes and to which persons or bodies your data will be supplied. You can find the KPN registrations at www.autoriteitpersoonsgegevens.nl, under “Melden” (“Reporting”).

2. **Summary of the most important processing**

We set out below a global overview of the most important data processes. The goal of the overview is to present an instant, global impression of which of your data we process for the purposes of our telephony, internet and television services, and what choices are available to you in this regard. If you require more information about a particular subject, then click on the relevant check box to access the corresponding information. If 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”. To inspect your data, go to “Inspecting your data”.

In addition to the data included in the overview, we also process data from you on our websites, in our stores and in our apps. 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 and what our policy is concerning sharing your data with third parties.
<table>
<thead>
<tr>
<th>Service</th>
<th>Network planning / administration / security</th>
<th>Complying with statutory obligations</th>
<th>To improve service, provide information about using the service, trend analysis</th>
<th>Marketing and sales</th>
<th>Supply to third parties for marketing purposes</th>
</tr>
</thead>
<tbody>
<tr>
<td>For what purpose ►</td>
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<td>▼What</td>
<td></td>
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</tr>
<tr>
<td>Telephony</td>
<td>Contact data</td>
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<td>yes</td>
<td>yes, unless objection</td>
<td>yes, unless objection</td>
</tr>
<tr>
<td></td>
<td>Volume data (how much you have phoned)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Usage data (who you have phoned, where, and when)</td>
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<td>yes</td>
<td>only if approved</td>
<td>only if approved</td>
</tr>
<tr>
<td></td>
<td>Content of communications</td>
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<td>no</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td></td>
<td>Internet</td>
<td>Contact data</td>
<td>yes</td>
<td>yes</td>
<td>yes, unless objection</td>
</tr>
<tr>
<td></td>
<td>Volume data (number of MBs you have used)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Usage data</td>
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<td>yes</td>
<td>only if approved</td>
<td>only if approved</td>
</tr>
<tr>
<td></td>
<td>Content of communications, what sites you have visited</td>
<td>no</td>
<td>only if approved</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td></td>
<td>Television</td>
<td>Contact data</td>
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<td>yes, unless objection</td>
</tr>
<tr>
<td></td>
<td>(Volume data, number of items purchased)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td>yes, only to resolve faults</td>
<td>yes</td>
<td>no</td>
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<tr>
<td></td>
<td>Use on demand, what items you have ordered</td>
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<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td></td>
<td>Recordings made, what recordings you have made</td>
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<td>only if approved</td>
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<tr>
<td></td>
<td>KPN websites</td>
<td>Data concerning your visits to KPN sites</td>
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<td>yes</td>
<td>yes, for cookies “limited” or “optimal”</td>
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<tr>
<td></td>
<td>Data that you provide yourself</td>
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<td>yes</td>
<td>n/a</td>
<td>yes, unless objection</td>
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<tr>
<td></td>
<td>Link to your contact and volume data</td>
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<td>yes, for cookies “optimal”</td>
<td>yes, for cookies “optimal”</td>
<td>yes, for cookies “optimal”, unless objection to approach</td>
</tr>
</tbody>
</table>
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 (by telephone, via our websites, or in one of our stores) 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, giro or bank account number, e-mail address, date of birth, what services you buy from us, the type of subscription, and telephone number.

If you get in contact with us, your data will be registered. For example, if you ask us a question by telephone, via a KPN website, or via social media, we will record the question. 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.

We refer to this data as “contact data”.

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. This data does not include the actual content of the communication. It could therefore include data such as:

- 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;
- 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.

This technical data (except for location data) is included on your itemized bill. All this technical data and the data included on your itemized bill we call “usage data”.

Our invoices also include a non-itemized “front page” which contains, for example, data concerning the number of minutes you have called and number of SMS messages you have sent, and the total sum owed. This data we call “volume data”.

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 bills, 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, KPN will carry out a risk analysis. KPN will construct for this purpose, in collaboration with other providers of public telecommunication services, a database of contracting parties whose connection has been put out of commission or whose contract has been terminated due to failure to comply with their obligation to make payments and other obligations. The 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 the database. You can find more information at www.preventel.nl.

As soon as we receive a request for a new telephone subscription or for a renewal of a telephone subscription, your data will also be forwarded to a company credit report supplier (such as Experian or Focum). For mobile subscriptions taken out after January 1, 2010 and for fixed subscriptions taken out after May 1, 2016, KPN has also accepted the obligation to report any termination due to payment arrears to Experian. Experian will then use this data for the purposes of its risk analysis. This registration may therefore have consequences for entering into other contracts with financial obligations. For further information, see 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 no longer traceable to individuals. The content of your communications is not something we are concerned with.

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 further information about how you can take steps yourself to secure your connection, see https://www.kpn.com/service/internet/veilig-internetten.htm. To protect your connection and our network against security breaches, viruses, spam and malware, we automatically scan all data traffic that enters and leaves 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 provide your data in some circumstances to third parties. For example, we must provide your data to the competent authorities in the context of any criminal investigation and – at your request – to other providers to protect the numbers phoned on your bill.

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

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 you indicate you object to this. Your usage data will only be used for such purpose of you have indicated your consent to this.

KPN will research trends in the market using statistical analyses. We use the information obtained from these analyses in order to evaluate our current portfolio of 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 will only be used for such purpose of you have indicated your consent to this.

### 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. 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 do this separately. Further information is contained in Chapter 12.3 of this Privacy Statement. Your usage data will only be used for such purpose of you have indicated your consent to this.

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 the purposes of their activities, this will only happen in such an anonymized and aggregated form that it cannot be traced back to you personally.

### 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. In the event of disconnection due to non-payment, we may assign our claims to such third parties. In such a case, your data will also be supplied to such third parties insofar as this is necessary to be able to obtain payment.

### 3.2.8 Telephone directories and subscriber information services

KPN processes your contact data (name, full address and telephone number) for the purposes of issuing electronic and printed telephone directories and offering subscriber information services. However, your data may only be processed if you have indicated that your telephone number may be published in the telephone directory and/or be obtainable from the subscriber information service. In such a case, KPN is required by law to forward your data to other publishers of telephone directories and subscriber information services. 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 the telephone directory and cannot be obtained from the subscriber information service. You can also choose to block your number recognition per individual call, or you can block your number recognition permanently. You can find out how to do this in the section headed “Contact”. If you dial the emergency number 112 your telephone number will always be disclosed, even if you have blocked the number recognition, because KPN is required to do this by law.

### 3.2.9 Number recognition

In itemizing bills, the telephone number of the connection receiving the call may be included in the bill 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 bills of other customers. In line with statutory provisions, this protection means that the last five 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 bills, but unfortunately cannot guarantee that your protected number will never appear on the bills of other providers.
3.2.11 Nuisance phone calls

If someone disturbs you with nuisance phone calls then you can report this to us and request us in writing to supply the contact data 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 should send any such request to the address indicated under the section “Contact”. The request must include the following information: a) your name and full postal address, b) the number to which the calls relate, c) a description of the nature and seriousness of the nuisance or malicious calls, and d) an indication of the dates and times of the relevant calls. 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 they are therefore strongly urged to stop. Should this warning not help then KPN will, in the last resort, 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 is necessary for the purposes for which your data was processed. The length of time that your data is kept depends on its nature and the purposes for which 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 then 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 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, even if you do not communicate actively, for a maximum period of two weeks for network purposes.

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 (by telephone, via our websites, or in one of our stores) for an internet 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, giro or bank account number, e-mail address, date of birth, what services you buy from us, the type of subscription, and IP address.

If you get in contact with us, your data will be registered. For example, if you ask us a question by telephone, via a KPN website, or via social media, we will record the question. 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.

We refer to this data as “contact data”.

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4.1.2 Use of the service

If you use our internet services, KPN will process technical data connected with this use and that is necessary to transport internet traffic over our network. This data does not include the actual content of the communication. It could therefore include data such as:

- 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.

We call all this technical data “usage data”.

Usage data forms the basis for the invoices that we send you. Your invoice contains a summary of the MBs you have used and the total payment you owe us. This data we call “volume data”.

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 data. 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 information, 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. KPN will construct for this purpose, in collaboration with other providers of public telecommunications services, a database of contracting parties whose connection has been put out of commission or whose contract has been terminated due to failure to comply with their obligation to make payments and other obligations. The database is intended for use by KPN and these providers, in the context of acceptance of applications for telecommunications services. Stichting Preventel is responsible for the database. You can find more information at www.preventel.nl.

As soon as we receive a request for a new subscription or for a renewal of a subscription, your data will also be forwarded to a company credit report supplier (such as Experian or Focum). For mobile subscriptions taken out after January 1, 2010 and for fixed subscriptions taken out after May 1, 2016, KPN has also accepted the obligation to report any termination due to payment arrears to Experian. Experian will then use this data for the purposes of its risk analysis. This registration may therefore have consequences for entering into other contracts with financial obligations.

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, 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 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. The content of your communications is not something we are concerned with.
Data concerning the websites (URLs) you have visited will only be used for such purpose if you have consented to 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 further information about how you can take steps yourself to secure your connection, see https://www.kpn.com/service/internet/veilig-internetten.htm. To protect your connection and our network against security breaches, viruses, spam and malware, we automatically scan all internet traffic that enters and leaves 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.

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, 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.

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

KPN will process your contact data and volume data to improve our services and to inform you about options available to you and how to make optimum use of the products and services you purchase from us, unless you object to this. Your usage data will only be used for this purpose if you have given your permission. Data concerning the websites you have visited will not be processed for such purpose.

KPN will research trends in the market using statistical analyses. We use the information obtained from these analyses in order to evaluate our current portfolio of 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 will only be used for such purpose if you have indicated your consent to this. Data concerning the websites you have visited will not be processed for such purpose.

4.2.6 Marketing and sales activities, supply to third parties

KPN will process your contact data 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. Your usage data will only be used for this purpose if you have given your permission. 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 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 do this separately. Further information is contained in Chapter 12.3 of this Privacy Statement. Data concerning the websites you have visited will not be processed for such purpose.

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 the purposes of their activities, this will only happen in such an anonymized and aggregated form that it cannot be traced back to you personally.

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. In the event of disconnection due to non-payment, we may assign our claims to such third parties. In such a case, your data will also be supplied to such third parties insofar as this is necessary to be able to obtain 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”, which you can download via www.rijksoverheid.nl. 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, the information and the supply to third parties – subject to conditions – 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 is necessary for the purposes for which your data was processed. The length of time that your data is kept depends on its nature and the purposes for which 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 then 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. We do not store data about the sites you visit (URLs).

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 KPN TV

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 (by telephone, via our websites, or in one of our stores) for KPN TV, 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, 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 required to be able to activate the service.

If you get in contact with us, your data will be registered. For example, if you ask us a question by telephone, via a KPN website, or via social media, we will record the question. 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.

We refer to this data as “contact data”.

5.1.2 Carrying out a risk analysis, credit registration

As soon as we receive a request for a new subscription or for a renewal of a subscription, your data will also be forwarded to a company credit report supplier (such as Experian or Focum). For subscriptions taken out after May 1, 2016, KPN has also accepted
the obligation to report any termination due to payment arrears to Experian. Experian then use this data for the purposes of its risk analysis. This registration may therefore have consequences for entering into other contracts with financial obligations. For further information.

5.3 Use of the service

If you use our TV services, KPN will process technical data connected with this use and that 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, and other technical data we need to be able to supply our TV services;
- 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.

We refer to data concerning the date, time, and duration of the session, channels watched, zap data, the quality of your connection, and other technical data we need to be able to supply our TV services as “usage data”.

We treat data concerning the programs you have ordered as “sensitive personal data”.

Your invoice will contain an itemization of the number of paid programs that you ordered and the total sum payable. This data we call “volume data”.

5.2 WHAT DO WE DO WITH YOUR DATA?

5.2.1 Service

Showing the 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 data. To show the correct programs we need to process data concerning things such as your choice of channel. To be able to send you your invoice, we need to process not only your contact data 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
1. To prevent faults and to be able to respond to fault reports we need to process your usage 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, Programma gemist, and Videotheek, recording, rewinding, or fast-forwarding.

On-demand services
For on-demand services such as Begin gemist, Programma gemist, and Videotheek programs are made available for you for a fixed period (e.g. 24 hours). We will make recordings made by you available to you for a maximum period of one year. If you watch an on-demand item or a recording then 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
If you subscribe to “Méér TV”, we 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 then 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. Other than the program title, we do not supply any other data to the app.
provider. We only supply your data if you have given your consent for this in advance. We will ask for this consent in the television menu.

**TV from XS4ALL**

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, then 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, such as showing the right programs, improving picture quality, resolving defects, 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.

### 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, for example, of a judicial investigation into hacking or 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 monitor the level of the fee, it requires 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.

**Improving services**

The aforesaid aggregated reports are further processed by KPN to evaluate our current portfolio of 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 will process your contact data for marketing and sales activities (even after termination of the contract) and 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 do this separately. Further information is contained in Chapter 11.3 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 that 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, but only about determining how often a particular program is ordered.

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, and provided that you have given your consent for us to do this.

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 the purposes of their activities, this will only happen in such an anonymized and aggregated form that it cannot be traced back to you personally.

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. In the event of disconnection due to non-payment, we may assign our claims to such third parties. In such a case, your data will also be supplied to such third parties insofar as this is necessary to be able to obtain payment.

5.3 For how long do we keep your data?

KPN will not keep your data for longer than permitted by law and is necessary for the purposes for which your data was processed. The length of time that your data is kept depends on its nature and the purposes for which 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 then 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.

If you have given consent to KPN Play. to make recommendations based on your viewing behavior, then we keep your viewing data for this purpose for a period of 30 days.

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 Visit our website(s), log on to the “MijnKPN” dashboard

When you visit our website(s) then we will process your 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. We do this by means of cookies. We provide further information about the cookies we use 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, you will sometimes be asked 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) then you must sign in with a user name and password.

6.1.2 Cookies

KPN websites use cookies and “page tagging” pixels (which we collectively refer to below as “cookies”). Before the 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”. If you wish to choose a different setting, you can do so 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 correctly and that we can measure the use of our websites and quickly identify 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 displayed on our website is looked at and to settle this with the advertiser. On the basis of the information gathered by these social media and advertising cookies we draw up anonymized statistics and data combinations. We use this anonymized, statistical information to show relevant content.

If you choose “optimal” then we send the aforesaid cookies and combine the data collated via these cookies with the contact and volume data you have sent us by virtue of being one of our customers. We use this data to improve our websites and our service, and to be able to send you targeted advertising and offers via our own 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 computer to be able to recognize your computer when they send you an on-line advertisement. By doing this, these networks can gather data about where you and others who use your computer saw the advertisements, what advertisements you clicked on, and 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 provided targeted advertising that they believe will be of interest to you. KPN has no access to the cookies that may be sent by third-party advertising networks.
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 communicate with you by sending you, for example, security alerts.

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, then we can improve our on-line 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 use your data to contact you in certain situations 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 is necessary for the purposes for which your data was processed. The length of time that your data is kept depends on its nature and the purposes for which 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 (by telephone, via our websites, or in one of our stores) for KPN Smartlife, 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.
If you get in contact with us, your data will be registered. For example, if you ask us a question by telephone, via a KPN website, or via social media, we will record the question. 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.

We refer to this data as “contact data”.

### 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 Smartlife Veilig then 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 store telephone calls that are made pursuant to the notices we send to you or to your contact person.

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).

We describe all of the aforesaid data with the term “volume data”.

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 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. To be able to deal with requests, we need to process your contact data. To be able to send you an invoice we not only need your contact data, but also data about your use of the service and peripherals that you have purchased from us. 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. Unless we process your data, we cannot supply you with our services.

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

For the purposes of Smartlife Veilig, KPN can forward your data to the police, judicial system, or insurance companies 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 data 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, and to send you targeted offers, unless you have notified us that 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. In the event of disconnection due to non-payment, we may assign our claims to such third parties. In such a case, your data will also be supplied to such third parties insofar as this is necessary to be able to obtain payment.
7.3 **FOR HOW LONG DO WE KEEP YOUR DATA?**

Your data will not be kept by us any longer than necessary in order to perform the Contract. Audio recordings will be kept by us 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 then 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.

For certain apps it may be necessary to process more detailed GPS data in addition to the location data needed to transport your telephone and data traffic over our network. Examples include, for example, a search function to a location in your neighborhood. Where this is the case, we will notify you in the app about 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 you enter one of 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 in our possession because you are our customer.

In addition, 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
To provide you with the best possible service, we link the information in our possession if you purchase one or more services from us. This enables us to deal with your questions, reports (e.g. about any fault in your service) 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, to be able to adapt our network and product / service portfolio to our customers’ needs, and to inform you about, for example, offers that we think might be of interest to you. But in this regard we honor the choices that you have made with regard to your privacy options.

If when accepting cookies on our website(s) you have chosen the option “optimal” then we will link the data that we obtain from you via our websites to the data we have obtained from you in the context of the services that we provide to you. We use this data for purposes including improving our on-line 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 Mb’s 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 are not purchased from KPN in the same name. To check if your household qualifies for KPN Compleet, we combine the data regarding the services purchased from your address. We will only do this, however, if and insofar as all contracting parties at this address are agreed. 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, then you can inform us of this by filing an objection to the sharing of your data within KPN.

11 SHARING YOUR DATA WITH THIRD PARTIES

11.1 What we do not do

11.1.1 Sell your data to third parties for the purposes of marketing, sales, or other commercial activities

KPN does not sell your data to third parties for marketing, sales, and other commercial activities. Insofar as data is supplied for the purpose of their activities, this will only happen in such an anonymized and aggregated form that it cannot by any method be traced back to any individual.

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 relevant 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.

KPN also sells its products and services via its selected partners. For this purpose KPN supplies contact data 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. If you purchase a television service from such a third party, then KPN will process your aforesaid data, such as your TAN code, the number of your set top box, 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 of a criminal investigation, or 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.

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 call the 112 emergency services number your telephone number will always be sent, even if you have blocked Number Recognition, because KPN is required to do this by law.

11.2.7 Supplying (anonymized) data to television content providers

To be able to comply with our reporting and payment obligations in respect of 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. KPN will supply these reports to the content providers.

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

KPN will construct, in collaboration with other providers of public telecommunication services, a database of contracting parties whose connection has been put out of commission or 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. You can find out from Preventel, which is responsible for this database, whether you are included in this database and the reason why you have been included. If you object to the way you have been included, you can file an objection. Requests for information or objections should be sent to Stichting Preventel, Postbus 744, 7400 AS Deventer, www.preventel.nl.

As soon as we receive a request for a new subscription or for a renewal of a telephone subscription, your data will also be forwarded to a company credit report supplier (such as Experian or Focum). For mobile subscriptions taken out after January 1, 2010 and for fixed, iTV and internet subscriptions taken out after May 1, 2016, KPN has also accepted the obligation to report any termination due to payment arrears to Experian. Experian will then use this data for the purposes of its risk analysis. This registration may therefore have consequences for entering into other contracts with financial obligations.

If you wish to file an objection or require information about the way you have been included, you can contact Experian or Focum via their websites www.experian.nl and www.focum.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 see illegal or unlawful information on the internet, then you can report this to us and request us in writing to supply the data of the party from whose number the nuisance or malicious calls are made. If you make nuisance calls to someone else, or someone else reads illegal or unlawful information the internet originating from you, then that person can make similar requests to us. If we receive such a request, then we will follow the procedure described above. Should this not help, then KPN will, in the last resort, 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. If you want information about the calls you have made or films you have ordered, or other on-demand items, then we would 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. 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 you have made that we have registered but also enable you to easily make changes to those choices at any time.

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

12.2 CORRECTING YOUR DATA

You are entitled to require your personal data to be corrected if it is incorrect. To do this, you can contact us in the manner indicated under the heading “Contact”. We will respond to you in writing within 4 weeks.

12.3 RIGHT TO OBJECT, PERMISSION TO PROCESS YOUR DATA

12.3.1 Objection to KPN processing your personal data

You can object to KPN processing your personal data if your personal data is to be used 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.

You can also contact us in the manner indicated under the heading “Contact”. 
12.3.2 Consent to process your call and location data and data concerning viewing pattern

For certain more privacy sensitive categories of data we cannot use such data for purposes other than those necessary to perform a contract or to comply with any legal obligation without your express consent. Examples include use of your call data to be able to offer you the most suitable subscription for your needs, or to process data concerning your viewing patterns to be able to provide you with individual viewing advice. In such cases we will always seek your consent in advance before we use your data for such purposes. If you do not wish us to use your data for such purposes, then you can withhold your consent without this affecting your use of the service.

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 also contact us in the manner indicated under the heading “Contact”.

12.3.3 Objection to your data being shared within KPN

If you do not want KPN to share your data with other KPN brands or divisions or if you do not want your data to be combined so we can check whether your address is eligible for KPN Complete, then you can 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.

You can also contact us in the manner indicated under the heading “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. You can also contact us in the manner indicated under the heading “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. If you are called by KPN you can also prevent approaches by telephone for commercial purposes by, at the end of the call, indicating in the options menu Bel-me-niet Register that you no longer wish to be called by KPN. (Please note: If you are a KPN customer then registering only 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 it is possible that 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 then you can register your telephone number in the Bel-me-niet register. Once your number is registered in the Bel-me-niet Register then 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. If you do not 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.
<table>
<thead>
<tr>
<th><strong>13 Contact</strong></th>
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<tbody>
<tr>
<td><strong>Write to</strong></td>
</tr>
<tr>
<td><strong>Right to inspect</strong></td>
</tr>
<tr>
<td><strong>Corrections</strong></td>
</tr>
<tr>
<td><strong>Objection to use of your data for analyses, marketing</strong></td>
</tr>
<tr>
<td><strong>Objection to being approached in writing</strong></td>
</tr>
<tr>
<td><strong>Objection to being approached by e-mail/sms</strong></td>
</tr>
<tr>
<td><strong>Objection to being approached by telephone</strong></td>
</tr>
<tr>
<td><strong>Correcting a BKR registration</strong></td>
</tr>
<tr>
<td><strong>Deletion of data from telephone directory/subscriber information file</strong></td>
</tr>
</tbody>
</table>
| 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 |
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Reporting nuisance phone calls</td>
<td>Call 0800-0402</td>
</tr>
</tbody>
</table>
| Requesting previous version of Privacy Statement | KPN Customer Reactions (quoting “request for previous privacy statement”)  
Attn. Mr. E. de Maat  
(manager Case Management Team)  
PO Box 30000  
2500 GA The Hague  
The Netherlands |