

August 2023

Privacy Statement MetaChef

MetaChef B.V., located at Bosuilstraat 11, 7523 BJ Enschede, the Netherlands, is responsible for the processing of personal data as shown in this privacy statement.

MetaChef respects the privacy of all users of its website and Virtual Reality (VR) app and ensures that the personal information you share with us is always treated respectfully and confidentially. This also means that we only process your personal data when it is necessary and lawful. It is not compulsory to share personal information, but without providing us the data as stated in this privacy statement it is possible that you cannot use our website and/or VR app anymore, or the website and/or VR app do not function as they were intended. In this privacy statement we like to explain how we do that. If you have any questions about this, we will gladly help you! You can reach us at privacy@metachef.nl

Personal data that MetaChef processes

We process your personal data because you're using our services and/or you provide this data to us. Below is an overview of the personal data that we may process, depending on the product or service you use:

- First and last name
- Company name
- Company address
- Phone number
- E-mail address
- Information about your activities on our website and app, such as login, 3D model views and clicks
- Country where data is sent from
- Given answers in e-learning modules
- Operating system, such as Windows, Android, iOS, Oculus Quest 2, Pico Neo 3
- Other personal data that you actively provide in correspondence or by telephone.

The purpose for which MetaChef processes personal data

We process personal data for the following purposes:

- To be able to call or e-mail you if necessary to provide the service you have requested.
- To deliver services that you have purchased or requested.

Your name, the company name and your e-mail address are necessary for the performance of the contract. Without this information we cannot provide you with the requested services and/or products. In some cases we also process your company address and phone number. We do this on the basis of the performance of the contract, to be able to comply with a legal obligation, and if you are not an existing customer, on the basis of your consent for direct marketing.

On the basis of consent, we process your data for the following purposes:

- To inform you about (changes to) our services and products that you have previously purchased or requested.
- To send the newsletters and mailings for which you have registered.

- To tailor our range of products and services to your preferences based on your surfing behavior.

You can always edit or revoke your given consent by using the link in the e-mail/newsletter or sending a request to privacy@metachef.nl.

Automated decision-making

MetaChef makes no decisions based on automated processing (algorithms).

Storage period for personal data

Personal data is not kept longer than necessary. We keep your personal data as long as you use our services. When you delete your account, we delete all the personal data we have of you within 4 weeks after the deletion of your account, unless there is a legal obligation to store this data for a longer period. If you have any questions about this, you can reach us at privacy@metachef.nl.

Sharing of personal data by MetaChef with third parties

We only process your data in the European Economic Area (EEA). We share your personal data with business partners and third parties if this is necessary for the execution of the agreement and to comply with any legal obligation. These third parties have an independent legal obligation for processing of personal data in conformity with the General Data Protection Regulation (GDPR). We refer you to these third parties when you have questions about the processing of your personal data. On your request, we will specify the third parties with which your personal data has been shared. Your personal data is stored on servers of Google Cloud Platform, but they do not process your data further.

Our Privacy Statement only relates to (personal) data that is processed by MetaChef's own software and VR app. MetaChef has no responsibility or liability for (the operation and/or content of) services and/or websites of third parties.

Regarding companies that process your data per our instructions, we conclude a data processing agreement to guarantee the same level of security and to protect the confidentiality of your data. We remain responsible for these processing operations.

Hyperlinks

Our white paper or other documents that we share may contain hyperlinks. Hyperlinks which make you leave the relevant document or to go to a website of another party. We have no control over services and/or websites of third parties these hyperlinks are linked to. It may therefore be the case that a different privacy statement applies to these services and/or third party websites. Our Privacy Statement only relates to (personal) data that is processed by MetaChef's own software and VR app. MetaChef has no responsibility or liability for (the operation and/or content of) services and/or websites of third parties.

How MetaChef protects personal data

We take the protection of your data seriously and take appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you feel that your data is not properly secured or there are indications of misuse, please contact us at privacy@metachef.nl.

We have taken the following measures to protect your personal data, such as but not limited to:

- Our employees' servers and devices are equipped with current security software, such as a virus scanner and firewall.
- Access to personal data from mobile devices is restricted and actively monitored.
- All our employees who have access to personal data are trained in carefully handling your data.
- DKIM and SPF are internet standards that we use to prevent you from receiving e-mails containing viruses, spam or intended to obtain personal (login) data.

Rights of the data subject

You have the right to view, modify or delete your personal data. You also have the right to withdraw your consent for any of the data or to oppose the processing of your personal data by MetaChef.

Furthermore, you have the right to data portability. This means that you can submit a request to send you a computer file that contains all personal data we have processed, or third parties have processed of you.

You can send a request for access, correction, deletion or data transfer of your personal data, request for withdrawal of your consent or objection to the processing of your personal data to privacy@metachef.nl.

To ensure that the request for access has been made by you, we ask you to include a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number black in this copy. This is to protect your privacy. We will respond as soon as possible, but no later than four weeks, at your request.

We would like to point out that you have the option to file a complaint with the national regulator, the Authority for Personal Data in the Netherlands.

Cookies and Web Beacons

Like any other website, MetaChef uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information. For more information about the use of cookies, see [our Cookie Policy](#).

Google DoubleClick DART Cookie

Google is one of a third-party vendors on our site. It also uses cookies, known as DART cookies, to serve ads to our site visitors based upon their visit to <https://metachef.nl/> and other sites on the internet. However, visitors may choose to decline the use of DART cookies by visiting the Google ad and content network Privacy Policy at the following URL – <https://policies.google.com/technologies/ads>.

Usage of Hotjar

MetaChef utilizes Hotjar, a behavior analytics and user feedback service provided by Hotjar Ltd. Hotjar helps us understand how users interact with our website by collecting data related to user behavior and feedback. This includes tracking of mouse clicks, mouse movements, scroll activity, and non-personally identifiable information (e.g., browser information, device type, country, etc.). Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices. This includes a device's IP address (processed during your session and stored in a de-identified form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), and the preferred language used to display our website. Hotjar stores this information on our behalf in a pseudonymized user profile. Hotjar is contractually forbidden to sell any of the data collected on our behalf.

The data collected by Hotjar is processed in accordance with Hotjar's Privacy Policy. The use of Hotjar and the data collected is fully compliant with the General Data Protection Regulation (GDPR). Users can opt-out from having Hotjar collect their information when visiting our website by following the instructions on Hotjar's Opt-Out page - <https://www.hotjar.com/policies/do-not-track/>.

Changes to the privacy policy

It is possible that our privacy and cookie statement will be extended or changed in the near future. We therefore advise you to regularly check this page if changes have been made. If these changes are very far-reaching, we will ensure that they are communicated in a clear manner.

Questions?

If you have any questions regarding this privacy statement please contact us by e-mail: privacy@metachef.nl.