

# Speak Up Privacy Notice



# 01 Introduction

This is SHV's privacy notice for personal data that is collected and processed in relation to the use of the SHV Speak Up website [www.shvspeakup.com](http://www.shvspeakup.com) or phone lines (hereafter the "Speak Up Service"). This privacy notice provides information on the processing of personal data of the employees and of (the employees of) the suppliers, customers and business partners of SHV Holdings N.V., based at Rijnkade 1, 3511 LC, Utrecht, the Netherlands (hereafter "SHV Holdings") and its group companies (such as the groups: SHV Energy, NPM Capital, Makro, ERIKS, Mammoet, Nutreco and Kiwa), (together hereafter "SHV").

This privacy notice may be changed over time. You are advised to regularly review the privacy notice for possible changes.

This privacy notice was last changed on 12 June 2023. You can store or print this privacy notice by using the buttons at the top of this page.



**Share your concerns**  
**Do what's right**

## 02 **When** does this privacy notice apply?

This privacy notice is applicable to the processing by SHV Holdings and/or its group companies of all personal data that is collected via the Speak Up Service and processed further to the SHV Speak Up policy (hereafter “Personal Data” or “Data”).



## 03 Who is responsible for your personal data?

SHV Holdings and/or its group companies are the controller for the processing of your Personal Data. This privacy notice indicates the Personal Data that are processed and for what purpose, and to which persons or entities the Data will or may be provided. SHV Holdings appointed a Corporate Privacy Officer. You can contact the Corporate Privacy Officer of SHV Holdings at [privacy@shv.nl](mailto:privacy@shv.nl). You can also contact your Group Privacy Officer.

As you may have noticed, SHV Holdings is using an independent professional third party specialised in complaints handling,

named Navex Global UK Limited (hereafter “Navex”), to host the Speak Up Service. Your Data is collected and processed via secured servers of Navex and/or its approved sub-processors only and is not transferred to SHV Holdings or its group companies’ servers. SHV Holdings entered into strict agreements with Navex about the confidentiality and security of your Data, among other things via a so called Data Processing Agreement. For more information on the processing of data and on cookies for the Speak Up Service by Navex please refer to <https://www.navexglobal.com/en-gb/privacy-statement>.

## For which purposes do we process your personal data?

### 4.1 Purpose

Your Data is processed for the following purposes:

- (a) to comply with law and to monitor compliance within SHV;
- (b) to protect health, safety and security and to ensure integrity; and
- (c) for internal management.

### 4.2 What do these purposes entail?

SHV wishes to ensure compliance and integrity within SHV by, for example, detecting, preventing, investigating and combatting (attempted) criminal or objectionable conduct directed against SHV, its employees and (employees of) joint ventures, participations, customers, suppliers and business partners. Your Data is used in accordance with the SHV Speak Up policy and to check compliance with SHV's policies. In some cases, SHV Holdings processes your Personal Data to comply with laws and

regulations for example whistleblowing legislation. Following laws and regulations, we may need to disclose your Personal Data to government institutions or supervisory authorities.

In order to safeguard SHV's employees and (employees of) joint ventures, participations, customers, suppliers and business partners, we process your Personal Data to ensure and, where necessary, improve occupational health and safety and to protect SHV's and employee and (employees of) joint ventures, participations, customers, suppliers and business partners and customer assets.

Possibly your Data will furthermore be processed for example, for purposes of conducting audits and investigations and legal consulting and in the context of dispute resolution.

## **For which purposes do we process your personal data?**

### **4.3 On what legal basis do we process personal data for these purposes?**

The processing of your Data is necessary for the purposes of the legitimate interests pursued by SHV Holdings in ensuring and maintaining compliance and integrity within SHV. The processing of your Data may also be necessary for complying with law.

### **4.4 Which Data do we process for these purposes?**

We process the Data as provided by the reporter via the Speak Up Service, for example your contact details, job and position, reported case, location and organisations.

### **4.5 How long do we retain your Personal Data for these purposes?**

Your personal data will be accessible between 13 to 25 months after a report has been dealt with, depending on the report outcome for the purpose of possible investigations and proceedings, where after your data will be archived. Personal information is redacted after 2 to 5 years depending on the outcome of the investigation.

The archive and redaction periods are designed to ensure we are able to monitor/review possible retaliation.

## 05 Who has access to your personal data?

### 5.1 Access to your Data within SHV Holdings

Your Data can be accessed by the SHV Ethics & Compliance Officers and relevant Group Ethics & Compliance Officers and by the case handler(s) and/or investigator(s) that are looking into your report, but only to the extent necessary to fulfil their respective tasks. In this processing, your Personal Data may be transferred to a country that does not provide an adequate level of protection of Personal Data. SHV Holdings will take measures to ensure that your Personal Data are adequately protected. For this purpose the SHV Privacy Codes, functioning as Binding Corporate Rules, will be applicable throughout the SHV group.

### 5.2 Access to your Personal Data by third parties

The following third parties have access to your Personal Data where relevant for

the provisioning of their products or services to SHV Holdings:

- the provider of the Speak Up Service and related services (Navex Global UK Limited) and its approved sub-processors;
- external case managers or legal advisors; and
- following laws and regulations, we may need to disclose your Personal Data to government institutions or supervisory authorities.

If your Personal Data are transferred to a recipient in a country that does not provide an adequate level of protection of personal data. SHV Holdings will take measures to ensure that your Personal Data are adequately protected, such as entering into EU Standard Contractual Clauses with these third parties.

In other cases, your Personal Data will not be supplied to third parties, except when required by law.

## 05 **Who has** access to your personal data?

### **5.3** The use of your personal data by data processors

When a third party processes your Personal Data solely following SHV Holdings's instructions, it acts as a data processor. We enter into an agreement with such a data processor concerning the processing of Personal Data. In this agreement we include obligations to safeguard that your Personal Data are solely provided to the data processor to provide services to us.





## 06 **How are** your personal data secured?

SHV Holdings has taken adequate safeguards to ensure the confidentiality and security of your Personal Data. SHV Holdings has implemented appropriate technical, physical and organisational measures to protect personal data against accidental or unlawful destruction or accidental loss, damage, alteration, unauthorised disclosure or access, and against all other forms of unlawful processing (including, but not limited to unnecessary collection) or further processing. Examples are IT security policies and staff training.



## Questions or requests for access, correction and removal?

You can request access, correction, restriction, portability or removal of the Data that SHV Holdings processes about you at any time by sending a request to: [privacy@shv.nl](mailto:privacy@shv.nl).

In your request, please make as clear as possible what personal information your request relates to. For your protection, we will only implement requests with respect to the personal information associated with the particular email address that you use to send us your request, and we may request you to provide verification of your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable and in any event within any applicable legally required timeframes.

If you feel that we do not comply with applicable privacy rules you have the right to lodge a complaint with a competent data protection authority.

Should you have any questions regarding the processing of your personal data in connection with the Speak Up Service, please contact our Corporate Privacy Officer via [privacy@shv.nl](mailto:privacy@shv.nl).



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[shvspeakup.com](http://shvspeakup.com)