



ZDHC ZEDDY AI CHATBOT USER TERMS AND CONDITIONS

CONTENT OVERVIEW

1. Introduction
2. Definitions
3. Chatbot Access
4. Provision and Use of Data
5. Non Disclosure
6. Limitation of Liability
7. Additional Provisions

ANNEXES:

Annexe A : Privacy Policy

1. INTRODUCTION

The ZDHC Zeddy AI Chatbot ("**the Chatbot**") is an Artificial Intelligence ("**AI**") Chatbot tool that allows users of the ZDHC Platforms to ask their questions in an interactive manner and receive tailored replies.

These Zeddy AI Chatbot User Terms and Conditions ("**User Terms and Conditions**") form the legal basis for the use of the Chatbot.

These Users Terms and Conditions apply to all users of the ZDHC Zeddy AI Chatbot globally, and acceptance of these User Terms and Conditions is a condition of use regardless of the user's jurisdiction.

By using the chatbot, users agree to these terms and conditions ("**Terms and Conditions**") and to be bound by all the provisions stated herein. Users will instruct all their Representatives using the Chatbot on its behalf to comply with these Terms and Conditions and is liable for any breach caused by its Representatives.

Representatives carrying out the registration declare to be authorised to act on behalf of User.

Consent to Processing of Personal Data:

As far as Personal Data is provided in the course of registration or use of the Chatbot:

1. Relevant ZDHC Platform legal entity declares that Personal Data will in principle be stored and processed within the European Union in accordance with Regulation (EU) 2016/679 on the protection of natural persons with

regard to the processing of personal data and on the free movement of such data (GDPR), as detailed in the Zeddy Privacy Notice. Users and Representatives declare having the full permission for the processing of the Personal Data from the Data Subject. On behalf of the Data Subject, User and Representative give their explicit consent to the processing of the Personal Data.

Users or data subjects may withdraw consent at any time by contacting legal@zdhc.org. Upon withdrawal, any further data processing will cease, but data processed prior to withdrawal remains lawful.

2. In some cases Personal Data including but not limited to **User Inputs**, meaning any information you provide during your interaction with the AI Chatbot, including but not limited to name, email, address, invoice information, questions, responses, feedback, or other communications; **Metadata**, meaning Information, including but not limited to your interaction with the chatbot, such as timestamps, session duration, and usage patterns, and **Technical Data**, meaning Information including but not limited to your device and internet connection, including IP address, browser type, and operating system may be transferred to a third-country jurisdiction outside of the European Economic Area, including but not limited to the United States of America. The Personal Data is used in connection with the operation and improvement of the Chatbot.

However, the third-country jurisdiction the Personal Data is transferred to may not provide the same data protection standard as the GDPR does. This could mean in particular:

- Storage, processing or sharing of Personal Data may not depend on Data Subject's prior consent. Personal Data may be accessible for organisations or entities according to any applicable national laws.
- Data Subject may not be informed about the transfer of Personal Data to additional receivers, the duration of storage or the purpose of storage and processing.
- Data Subject may not claim deletion of Personal Data under the same conditions as within the European Union. In particular there may not be a 'right to be forgotten'.

ZDHC makes use of the following security measures to ensure adherence with GDPR data protection standards:

Standard Contractual Clauses (SCCs): Where applicable, we use standard contractual clauses approved by the European Commission, which provide safeguards for personal data transferred outside the EEA.

Data Protection Agreements: Where necessary, we have agreements in place with our service providers in the U.S. to ensure that your personal data is protected in compliance with GDPR standards.

Privacy Shield: Where applicable, we may rely on Privacy Shield certification for data transfers to the U.S. in storing your data with our Service Providers. In knowledge thereof and on behalf of the Data Subject, User and its Representatives give their explicit consent to the transfer of the Personal Data. The consent may be withdrawn at any time which will not affect the lawfulness of the transfer before the consent was withdrawn.

By making use of the AI Chatbot tool, the data subject hereby consents to the processing of its data, as described above.

For more details on ZDHC's data processing activities and your rights for the AI Chatbot Zeddy, see the ZDHC Group Online Privacy Notice under the following link:
Insert Zeddy Privacy Notice link

2. DEFINITIONS

1. **AI Chatbot** means a software application that utilises artificial intelligence technologies to simulate conversation with users through text or voice interactions. It operates based on algorithms that process natural language input, generate responses, and facilitate user engagement.
2. **Confidential Information** means all information owned, possessed or used by a party, which is not known to the public, that is communicated to, learned, developed or otherwise acquired by the other party or their Representatives (a) in the performance of the Chatbot, or (b) through any form of written, verbal or electronic communication where the party receiving the information knows or should know that such information is confidential. Confidential Information includes but is not limited to trade secrets, methodologies, financial data (including costs and price data), personnel information, records, projections, sales and marketing data, technical processes, product designs or other information regarding business operations, suppliers, customers or computer systems.
3. **Data** means electronic data and information collected, stored in or processed via the Chatbot and on the ZDHC Platforms and other ZDHC Applications, where applicable.
4. **Data Subject** means identified or identifiable natural person Personal Data is relating to.
5. **Emergency Outage** means downtime of the Chatbot and/or services outside of a planned outage or maintenance window in order to mitigate an imminent event outside of the reasonable control of ZDHC.
6. **Industry** means the textile, apparel, leather and footwear industries and its stakeholders.
7. **Personal Data** means Data within the meaning of Art. 4 (1) of Regulation (EU) 2016/679.
8. **Representative** means User's, User's Representatives and their advisors and user's counsel.
9. **Roadmap to Zero Programme** means the implementation of the Roadmap to Zero Programme and is a global industry collaboration of brands, value chain affiliates, and associates within the sports, fashion, luxury and outdoor industry. Its vision is a world in which better chemistry leads to the protection of life, land, air and water. ZDHC takes a holistic approach to sustainable chemical management and enables tangible progress in the wider industry through a number of reference guides, practical tools, capacity building and

innovation projects. More information about ZDHC at www.roadmaptozero.com.

10. **User** means any entity and/or its Representative, using and/or having having registered for use of the Chatbot and agreeing to these User Terms and Conditions.
11. **ZDHC** means the ZDHC Group and all its Affiliates and Subsidiaries.
12. **ZDHC Platforms** means all digital interfaces and applications operated by ZDHC for user interactions and service provision.

3. CHATBOT ACCESS

User and User's Representatives are granted a revocable, non-exclusive, non-transferable, non-sublicensable right to use the Chatbot in accordance with the following provisions:

1. Access

The use of the Chatbot requires entering the Chatbot and thereby accepting these User Terms and Conditions and the Zeddy Privacy Notice. The user may also register a ZDHC user account. ZDHC may link the User account to the Chatbot, to remember the user's searches and preferences and better tailor the Chatbot's searches and replies. If the User or User's Representatives suspect that the login details to the Chatbot have fallen in the hands of an unauthorised person, Chatbot support (as stated on the Chatbot landing page) needs to be informed by the User or User's Representatives without any delay. Chatbot support subsequently will block the relevant account and will send the User or User's Representatives the information necessary to create a new account in the shortest delay.

In case the authorisation expires (e. g. due to a change of employment), Users must notify ZDHC within five (5) business days of any change in employment or authorisation that impacts access rights..

2. Correctness of Company Information

User and User's Representatives are responsible for ensuring that company and/or personal details collected in the registration are true and correct. User and User's Representatives in particular assure that the organisational and/or Personal Data submitted during registration is not a false or fake identity. Providing false or inaccurate information either in the registration or during the use of the Chatbot may result in suspension or termination of access privileges to the Chatbot and associated services.

3. Unsuitable use

ZDHC may suspend the use of the Chatbot by any User or User's

Representative who is determined to be unsuitable, in particular for breaching these User Terms and Conditions or otherwise impeding or disrupting any other User's use of Chatbot

4. Maintenance

ZDHC will ensure regular and ongoing maintenance of the Chatbot to correct bugs or other errors in the Chatbot. Maintenance will be scheduled so as to cause as minimal interference for the user as reasonably possible. During the maintenance, User and User's Representatives may experience slowdowns or outages. Reasonable efforts will be made to complete maintenance within the designated maintenance window.

5. Modifications of the Chatbot

Modifications to the User's interface/experience, functional modifications, and database modifications may be implemented at the sole discretion of ZDHC.

6. Disclaimer

The Chatbot is provided "as is" without any warranty. ZDHC does not warrant that the operation of the Chatbot will be uninterrupted or error-free. To the fullest extent permissible under applicable law, ZDHC disclaims all representations or warranties, express, implied, and statutory, concerning the Chatbot or otherwise related to these User Terms and Conditions.

4. PROVISION AND USE OF DATA

The key functionality of the Chatbot is, amongst other things, the provision, exchange, processing and assessment of Data. In that respect the following principles shall apply:

1. Access to Data

When making use of the Chatbot, User and its Representatives may get access to specific Data. User and its Representatives acknowledge that all rights, title and interest in and to this Data remain unaffected and that User and its Representatives must not use Data for any purposes other than the those related to the goals of ZDHC Roadmap to Zero Programme. In particular, User and its Representatives shall not copy content and make it available to any third party.

2. Correctness of Data

As far as Data is provided to the Chatbot by User and/or its Representatives the responsibility for the accuracy of Data entered into the Chatbot lies solely with the User and its Representatives.

User and its Representatives warrants that Data submitted to the Chatbot is accurate and reliable to the best of User's and User's Representatives'

understanding and knowledge and agrees not to knowingly enter false or inaccurate Data into the Chatbot. ZDHC reserves the right to withdraw User and User's Representatives right to access in case relevant information is found to be untrue, illegal or immoral.

3. Data Exchange

User and its Representatives understands and agrees that depending on the functionality of the Chatbot there might be an exchange of Data between the Chatbot run by ZDHC or its affiliates. Data transferred from the Chatbot is subject to the terms and conditions applicable to the platforms the Data is transferred to. Data and all information and results generated thereof may be processed and/or disclosed and/or shared in compliance to those terms and conditions.

4. Third Party Disclosure

User also agrees that Data stored or processed within the Chatbot may be used, if necessary, also by third parties for purposes associated to the goals of ZDHC Roadmap to Zero Programme.

5. Use of Data by ZDHC

User understands and agrees that – irrespective of confidentiality of Data – ZDHC (and subsequently also ZDHC Foundation) may use Data stored and processed via the Chatbot and the ZDHC Platforms in an aggregated unidentifiable format for improvements, benchmarking, research and data analysis.

User's approval to the use of Data by ZDHC includes the right to make Data available to third-party organisations. Such sharing will only occur for the purposes of operating the Chatbot and as set out in these User Terms and Conditions.

5. NON-DISCLOSURE

Notwithstanding any other provisions in these Terms and Conditions all Confidential Information disclosed hereunder will remain the exclusive and confidential property of the disclosing party. The receiving party will not disclose the Confidential Information of the disclosing party and will use at least the same degree of care, discretion and diligence in protecting the Confidential Information of the disclosing party as it uses with respect to its own confidential information, but in no case less than reasonable care. The receiving party will limit access to Confidential Information to its affiliates, employees and authorised representatives with a need to know and will instruct them to keep such information confidential and will only use Confidential Information in connection with the use of the Chatbot. Notwithstanding the foregoing, the receiving party may disclose Confidential Information of the disclosing party (a) to the extent necessary to comply with any law, rule, regulation or ruling applicable to it, (b) as appropriate and with prior notice where practicable, to respond to any summons or subpoena or in connection with any litigation, and (c) relating to a specific employee, to the extent such employee has consented to its release. Upon the request of the disclosing party, the receiving party will return or destroy all Confidential Information of the disclosing party that is in its possession.

The obligations and restrictions contained in this Section do not apply to information: (i) which is now or subsequently becomes publicly available other than by breach of these Terms and Conditions; (ii) which was already in the recipient's possession and at its free disposal at the time of disclosure and was not obtained directly or indirectly

from discloser; or (iii) which is independently developed by the recipient without use of the other party's Confidential Information.

6. LIMITATION OF LIABILITY

Excluding damages arising from or out of gross negligence, wilful misconduct or fraud, in no event shall ZDHC's liability exceed €50,000 (fifty thousand euros). Excluding damages arising from or out of gross negligence, wilful misconduct or fraud, to the fullest extent permissible under applicable law, in no event shall ZDHC be liable to anyone for any indirect, punitive, special, exemplary, incidental, or consequential damages of any type or kind (including loss of data, revenue, profits, use or other economic advantage) arising out of, or in any way connected with the Chatbot, including but not limited to the use, the wrongful, illegal or immoral use or inability to use the Chatbot or ZDHC Platforms, or any interruption, inaccuracy, error or omission. Claims for damages must be submitted within ninety (90) days of the event giving rise to the claim, accompanied by relevant supporting documentation. Any parts of the solutions provided via the Chatbot, completed by a third party, such as assessors, trainers or consultants, are the sole responsibility of that party. ZDHC does not accept any liability for the activities of the third party, including the Service Providers ZDHC engages to operate the Chatbot and the ZDHC Platforms.

7. ADDITIONAL PROVISIONS

1. Transfer of Operation

ZDHC reserves the right to transfer the operation in whole or in part of the Chatbot including all rights, obligations and responsibilities arising from these User Terms and Conditions related thereto at any time to any organisation/legal entity affiliated to ZDHC. User declares its agreement with such transfer. In such case, these Terms and Conditions shall apply in full.

2. Governing Law and Jurisdiction

The use of the Chatbot and by extension the use of the ZDHC Platforms shall be governed by Dutch Law, without regard to the choice or conflicts of law provisions of any jurisdiction, and any disputes, actions, claims or causes of action arising out of or in connection with the participation in the Chatbot shall be subject to the exclusive jurisdiction of the courts located in the Netherlands.

3. Dispute Resolution

Any and all disputes arising of or in connection with the use of the Chatbot are finally settled in accordance with the rules of the Netherlands Arbitration Institute, also in case more than two parties are involved in such dispute. The arbitral tribunal shall be composed of one arbitrator appointed in accordance with the said rules. The place of arbitration is Amsterdam and arbitration proceedings are to be conducted in the English language. The arbitral tribunal shall decide in accordance with the rules of law.

4. Non-Waiver

No waiver by either party of any breach or default of any covenant or

agreement set forth in these User Terms and Conditions shall be deemed a waiver as to any subsequent and/or similar breach or default.

5. Severability

In the event that any of the provisions contained in these User Terms and Conditions is held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provisions of these Terms and Conditions, and these Terms and Conditions shall be construed as if the invalid, illegal, or unenforceable provisions had never been contained in it.

6. Entire Agreement

These User Terms and Conditions constitute the entire agreement and understanding between the parties with respect to the subject matter hereof and supersedes all prior or contemporaneous agreements, any representations or communications with respect to accessing the Chatbot. For avoidance of doubt the application of any terms and conditions other than the ones mentioned in these Terms and Conditions is hereby expressly excluded.

7. Amendments

These Terms and Conditions may be amended by ZDHC and User will receive notification of such amendment. In order to access the Chatbot, User will need to click "Agree" to the amended User Terms and Conditions. These User Terms and Conditions were updated last in November 2024.

ANNEXE A – PRIVACY NOTICE

ZDHC Zddy AI CHATBOT PRIVACY NOTICE

1. INTRODUCTION

1. This Privacy Notice explains the types of personal data ZDHC may collect about you when you interact with the Zeddy AI Chatbot ("**Chatbot**"). It also explains how ZDHC collects, stores and handles personal data, and keeps it safe.
2. By interacting with the Chatbot, users agree to the terms in this Privacy Notice, which supplements the User Terms and Conditions.
3. While this Privacy Notice contains much information, ZDHC's aim is to fully inform you on what personal data ZDHC collects, how ZDHC uses your data and importantly your rights in connection with your personal data. We hope the following Sections will answer any questions you have but if not, please get in

touch with us. See Section 2 "WHO WE ARE" for details of how to get in contact with us.

4. It is likely that ZDHC will need to update this Privacy Notice from time to time. ZDHC will notify you of any significant changes, and you are welcome to come back and check it whenever you wish.

2. WHO WE ARE

1. The mission of ZDHC is to lead the global value chain to achieve the highest standard for sustainable chemical management, driving resource efficiency and circularity. The ZDHC Foundation oversees the implementation of the Roadmap to Zero Programme and is a global industry collaboration of brands, value chain affiliates, and associates within the sports, fashion, luxury and outdoor industry. Its vision is a world in which better chemistry leads to the protection of life, land, air and water. ZDHC takes a holistic approach to sustainable chemical management and enables tangible progress in the wider industry through a number of reference guides, practical tools, capacity building and innovation projects. More information about ZDHC at www.roadmaptozero.com.
2. In connection with these activities, ZDHC offers its users the Zeddy AI Chatbot that allows users of the ZDHC Platforms to ask their questions in an interactive manner and receive tailored replies. In this process, ZDHC collects and processes different kinds of information and data from Chatbot users. ZDHC acts as a data controller for the data collected, stored and processed via the Chatbot. As such ZDHC is fully responsible for compliance with the requirements of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (also known as "**GDPR**" and referred to as such hereinafter) and places utmost importance on adhering to the requirements and data protection standards set out in the GDPR.

3. ZDHC's Full Contact Details:

Stichting ZDHC Foundation
Oudezijds Voorburgwal
316-B, 1012 GM Amsterdam
The Netherlands
E-Mail: legal@zdhc.org

3. ZDHC'S BASIS FOR PROCESSING PERSONAL DATA

1. The GDPR sets out a number of different reasons for which an organisation may collect and process your personal data, including the following:
2. Consent
In specific situations, ZDHC can collect and process your data with your consent. By entering and using the Chatbot, you as user agree to the processing of your personal data that you provide through the Chatbot.
3. Legal compliance:
If the law requires, ZDHC may need to collect and process your personal data. For example, ZDHC may need to hold onto your name, address, organisation data, and information on payments made to any of the ZDHC Group entities for auditing and tax purposes.
4. Legitimate interest:
In specific situations, ZDHC may require your data to pursue its legitimate interests in a way which might reasonably be expected as part of operating ZDHC activities and any related activities and services which do not materially impact your rights, freedom or interests. ZDHC may for example process your data to enhance the user experience, improve our services, and for administrative purposes.

4. WHAT PERSONAL DATA ZDHC COLLECTS

1. When you use our Chatbot, ZDHC may collect the following types of personal data from you:

User Inputs:

Any information you provide during your interaction with the Chatbot, including but not limited to name, email, address, invoice information, questions, responses, feedback, or other communications.

Metadata:

Information about your interaction with the chatbot, such as timestamps, session duration, and usage patterns.

Technical Data:

Information related to your device and internet connection, including IP

address, browser type, and operating system.

2. This Chatbot is not intended for users under the age of 16 (sixteen). ZDHC does not knowingly collect personal data from children under sixteen, and any inadvertent collection will be promptly deleted upon discovery.

5. WHY AND HOW ZDHC USES YOUR PERSONAL DATA

1. ZDHC uses your personal data for the following purposes:

To Provide and Improve Our Service:

ZDHC uses the information you provide to respond to your queries and improve the performance and functionality of the AI Chatbot and to understand the behaviour of the user to provide personalised content and a customised user experience.

Analytics:

ZDHC may analyse user interactions and metadata to improve our chatbot's response accuracy and understand user needs.

Legal Compliance:

ZDHC may process your personal data to comply with legal obligations or respond to lawful requests from public authorities.

6. HOW ZDHC PROTECTS YOUR PERSONAL DATA

1. ZDHC knows that data security matters to all of ZDHC's stakeholders. ZDHC treats your personal data with the utmost care and takes all appropriate steps to protect it.
2. ZDHC secures access to all transactional areas of the ZDHC intranet and apps using "https" technology.
3. Access to your personal data is password-protected, and sensitive data such as payment card information is secured and tokenised to ensure it is protected.
4. ZDHC monitors its system for possible vulnerabilities and attacks, continuously enhances its data protection processes and carries out penetration testing to identify ways to further strengthen security.

5. In the event of a data breach affecting your personal data, ZDHC will notify affected Parties within 72 (seventy-two) hours of becoming aware of the breach, including steps taken to mitigate the impact and remedy any security gaps.

7. HOW LONG ZDHC KEEPS YOUR PERSONAL DATA

1. Whenever ZDHC collects or processes your personal data, ZDHC will only keep it for as long as is necessary for the purpose for which it was collected. Put another way, ZDHC will not hold onto or store personal data that is no longer needed.
2. At the end of an appropriate and reasonable retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

8. WITH WHOM ZDHC SHARE YOUR PERSONAL DATA

1. ZDHC does not sell or rent your personal data to third parties. For the operation of our Chatbot however ZDHC may transfer your personal data to third parties, such as:

Service Providers:

Third-party service providers (including Artificial Intelligence platforms and providers) located in countries outside of the EU who assist us in operating the AI Chatbot and providing services (e.g. hosting, analytics). These providers are bound by (European) data protection obligations.

Legal Authorities:

To comply with legal obligations, ZDHC may disclose personal data to government authorities, regulatory bodies, or law enforcement agencies.

ZDHC only shares your personal data with third parties for the purposes of operating our Chatbot, including any improvements, benchmarking, research and data analysis.

2. ZDHC takes steps to ensure that your personal data receives an adequate level of protection, even if it is transferred to a country that does not provide the same level of data protection as the EEA. These steps include:

-Standard Contractual Clauses (SCCs):

ZDHC uses standard contractual clauses approved by the European Commission, which provide safeguards for personal data transferred outside the EEA.

-Data Protection Agreements:

ZDHC has agreements in place with ZDHC's service providers in the U.S. to ensure that your personal data is protected in compliance with GDPR standards.

-Privacy Shield:

Where applicable, ZDHC may rely on Privacy Shield certification for data transfers to the U.S.A. in storing your data with ZDHC's Service Providers.

9. WHAT COOKIES ARE AND HOW ZDHC USES THEM

1. Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit ZDHC's websites and platforms, ZDHC may collect information from you automatically through cookies or similar technology.
2. For further information, visit allaboutcookies.org.
3. ZDHC uses Cookies in a range of ways to improve your experience on ZDHC's websites, including understanding how you use ZDHC's websites and platforms and which preferences you have in using ZDHC's website and improving your experience on ZDHC's websites and platforms.
4. What Types of Cookies ZDHC Uses:
 1. There are a number of different Cookies that ZDHC's websites and platforms (on which the Chatbot is operated) use. ZDHC uses Cookies for example the following purposes:
 2. Functionality:

ZDHC uses these Cookies so that ZDHC recognises you on ZDHC's websites and platforms and remembers your previous preferences. A mix of first-party and third-party Cookies are used.
 3. Analytics:

ZDHC uses these Cookies to collect information about your visit to ZDHC's websites and platforms, the content you viewed, the links you

followed and information about your browser, device, and your IP address. ZDHC sometimes shares some limited aspects of this data with third parties for website improvement purposes with selected partners.

5. How You Can Manage Your Cookies

You can select your browser not to accept cookies, and the website referred to tells you how to remove Cookies from your browser. However, in a few cases, some of ZDHC's website features may not function as a result.

6. Cookie Information

One of the Cookie services ZDHC uses is Google Analytics. When using Google Analytics, Google is the data processor and does not use the information for their own purposes. The information is stored at Google's servers. These are located in the USA, where the information is protected by the EU standard contractual clauses (SCCs), which you may read more about here: <https://policies.google.com/privacy/frameworks?hl=en&gl=de>. The legal basis for the use of Cookies is your consent through your web browser settings.

10. WHAT IS ARTIFICIAL INTELLIGENCE AND HOW ZDHC USES IT

1. Artificial Intelligence ("AI") refers to technology that enables computers and systems to perform tasks that typically require human intelligence. This includes data analysis, pattern recognition, and decision-making processes.

2. How ZDHC Uses AI

At ZDHC, we utilise AI to operate the Chatbot, thereby enhancing ZDHC's services and improving user experience. ZDHC uses AI for the Chatbot to provide automated responses to common queries, improve response times and efficiency.

Furthermore, ZDHC may use AI for:

-Data Analysis:

To analyse user data and interactions to better understand ZDHC's audience and improve ZDHC's offerings.

-Personalisation:

To tailor ZDHC's communications and services to better meet the needs and preferences of ZDHC's users based on their behavior and interactions with

ZDHC's websites and platforms.

-Fraud Detection: To identify and prevent fraudulent activities by analysing patterns and anomalies in user behavior.

11. DATA PROCESSING AND PRIVACY

1. When ZDHC uses AI, we ensure that any personal data processed is done in compliance with applicable data protection laws, including the GDPR and the Regulation (EU) 2024/1689 laying down harmonised rules on artificial intelligence ("**AI Act**"). ZDHC takes measures to safeguard your privacy and ensure that AI systems are designed to minimise any impact on your personal data.
2. If you have any questions about how ZDHC uses AI or the implications for your personal data, or if you wish to exercise your rights under applicable data protection laws and as laid out in Section 12 "WHAT YOUR RIGHTS ARE UNDER THE GDPR", please contact ZDHC at legal@zdhc.org.

12. WHAT YOUR RIGHTS ARE UNDER THE GDPR

1. Applicable data protection legislation gives you various rights related to the personal data ZDHC has collected about you and use in ZDHC's processing in connection with ZDHC's services.
2. You have the following data protection rights. Please note, these rights are not absolute and in certain cases are subject to conditions set out in applicable law:

-Access:

You have the right to request information about how ZDHC processes your personal data and to obtain a copy of that personal data.

-Rectification:

You have the right to request the rectification of inaccurate personal data about you and for any incomplete personal data about you to be completed.

-Objection:

You have the right to object to the processing of your personal data, which is based on ZDHC's legitimate interests.

-Right to erasure:

You have the right to request the right to erasure of your personal data (subject to certain conditions).

-Automated decision-making:

You have the right not to have a decision made about you that is based solely on automated processing if that decision produces legal effects about you or significantly affects you. ZDHC does not use automated individual decision-making, such as profiling.

-Restriction:

You have the right to ask ZDHC to restrict ZDHC's processing of your personal data, so that ZDHC no longer processes that information until the restriction is lifted.

-Portability:

You have the right to receive your personal data, which you have provided to ZDHC, in a structured, commonly used and machine-readable format and to have that information transmitted to another organisation in certain circumstances.

-Complaint:

You have the right to file a complaint with the Dutch Data Protection Authority (DPA) if you have reason to believe that the processing of your personal data does not comply with applicable data protection legislation. See Section 14 "CONTACTING THE REGULATOR" below.

13. CHANGES TO ZDHC'S PRIVACY NOTICE

ZDHC keeps its Privacy Notice under regular review and places any updates on this webpage. The User is advised to regularly consult the User Terms and Conditions and Privacy Notice. This Privacy Notice was last updated on 24 October 2024.

14. CONTACTING THE REGULATOR

1. Finally, if you feel that your personal data has not been handled correctly by ZDHC, or you are unhappy with ZDHC's response to any requests you have made to ZDHC regarding the use of your personal data, you have the right to lodge a complaint with the Dutch Data Protection Authority (Dutch DPA)

Postal address:
Autoriteit Persoonsgegevens
Postbus 93374
2509 AJ DEN HAAG
Telephone number: +31 70 888 85 00
Fax: +31 70 888 85 01

If you are based outside the Netherlands, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence.

15. FURTHER QUERIES

1. We hope this Privacy Notice has been helpful in setting out the way ZDHC collects and handles your personal data and your rights to control it.
2. If you have any questions or concerns, please contact ZDHC by sending an e-mail to legal@zdhc.org.