

General Terms and Conditions

Laevo

Text last amended 24 October 2022

Table of contents

Article 1. Definitions	3
Article 2. Identity of Laevo	3
Article 3. General Provisions	3
Article 4. The offer	4
Article 5. The Agreement	4
Article 6. Right of withdrawal	4
Article 7. Exercise of the right of withdrawal	5
Article 8. Dissolution	5
Article 9. Liability	5
Article 10. Force majeure	6
Article 11. Warranty	7
Article 12. Prices	7
Article 13. Payment and invoicing	8
Article 14. Delivery	8
Article 15. Rentals and subscriptions	8
Article 16. Complaints	10
Article 17. Return policy	10
Article 18. Transfer of rights	11
Article 19. Intellectual property	11
Article 20. Confidentiality	11
Article 21. Applicable law	11
Article 22. Survival	12
Article 23. Amendment or supplementation	12
Article 24. Processing of Personal Data	12
Article 25. Execution processing	12
Article 26. Security	13
Article 27. Duty to report	13
Article 28. Rights of data subjects	13
Article 29. Inspection	14

Article 1. Definitions

In these general terms and conditions, the following terms shall have the following meanings:

1. Laevo: the company that is defined in article 2 of these general terms and conditions;
2. Other Party: the private individual or legal entity that purchases a Product from Laevo, takes out a subscription or rents a Product;
3. Consumer: the Other Party not acting in the course of its business or profession;
4. Agreement: any agreement between Laevo and the Other Party for the provision of Services/delivery of Products by Laevo to the Other Party;
5. Parties: the Other Party and Laevo together;
6. In Writing: by e-mail, by WhatsApp or by post;
7. Third Party(ies): Other natural or legal individuals who are not part of this Agreement;
8. Services: the rental of the Products, making the Products available by means of a subscription and/or the giving of demonstrations of the Products;
9. Products: the product that Laevo delivers or makes available to the Other Party.
10. New customer PO: New customer Purchase Order.

Article 2. Identity of Laevo

Name of company: Laevo B.V.
Street name and number: Patrijsweg 30
Postcode and location: 2289 EX Rijswijk (The Netherlands)
Telephone number: +31 153020025
Company number: 58692231

Article 3. General Provisions

1. These general terms and conditions apply to every offer and all (legal) acts of Laevo and to every Agreement concluded between Laevo and the Other Party.
2. If the Agreement is concluded electronically, then, before the Agreement is concluded, the content of these general terms and conditions can be made available to the Other Party electronically in such a way that it can be easily saved by the Other Party on a long-term data storage device. If this is not reasonably possible, before the Agreement is concluded, it will be indicated where the general terms and conditions can be accessed electronically and that at the request of the Other Party these general terms and conditions will be sent to them electronically or otherwise, free of charge.
3. Unless explicitly agreed to otherwise In Writing, the applicability of other general terms and conditions is excluded.
4. Deviations from or additions to these general terms and conditions shall only be valid if expressly agreed to In Writing.
5. If Laevo does not always require strict compliance with these terms and conditions, this does not mean that the provisions thereof do not apply, or that Laevo would in any way lose the right to require strict compliance with the provisions of these terms and conditions in other cases.
6. If and to the extent that no appeal can be made to any provision of these general terms and conditions on the grounds of reasonableness and fairness or its unreasonably onerous nature, the provision in question will in all instances be

accorded a meaning corresponding as closely as possible to its content and intent, in order to ensure that an appeal can be made to it.

7. Laevo is entitled to engage Third Parties for the execution of the Agreement.

Article 4. The offer

1. The validity of an offer is in principle 30 (thirty) days. If an offer has a limited validity period or is made subject to certain conditions, this shall be explicitly stated in the offer.
2. The offer contains a complete and accurate description of the Products and/or Services offered. The description is sufficiently detailed to enable the Other Party to make a proper assessment of the offer. If Laevo uses images, then these are a true representation of the Products that are offered. Laevo is not bound by obvious errors and/or mistakes concerning, for example, the amounts displayed.

Article 5. The Agreement

1. The Agreement is concluded at the moment that the Other Party accepts the offer and fulfills the conditions (if any) stipulated therein.
2. If any provision of these general terms and conditions or of an Agreement proves to be void or is voided, then this shall not affect the validity of the general terms and conditions or the Agreement as a whole. Parties shall consult in order to agree on a new provision to replace the void or voided provision, taking into account the objective and intent of the void or voided provision as much as possible.
3. Laevo reserves the right not to execute a concluded Agreement, for example if they have reasonable doubt or information that the Other Party will not (be able to) fulfill its (financial) obligations. If Laevo refuses to perform the Agreement, they will inform the Other Party of this refusal In Writing within a reasonable period of time after entering into the Agreement.
4. These general terms and conditions shall also apply to future, supplementary and/or follow-up Agreements.
5. Agreed upon delivery dates are always indicative. The delivery periods are not final deadlines. Exceeding a term therefore does not give the Other Party a right to compensation of any sorts.
6. Every Agreement is entered into under the suspensive condition of sufficient availability of the Products concerned.

Article 6. Right of withdrawal

1. A Consumer may rescind a Contract concluded by telephone, internet or mail or a Contract concluded 'outside the sales area' without stating a reason within a period of 14 (fourteen) days. This period shall begin:
 - a. in case of an Agreement for the provision of services, the day on which the Agreement is concluded. This right of withdrawal shall lapse if the performance of the Service, with the consent of the Consumer, has begun before the end of the 14 (fourteen) day cooling-off period;
 - b. in the case of a Consumer purchase: the day on which the Consumer or a Third Party designated by the Consumer and who is not the carrier, has received the item.

2. If a Consumer can make use of his right of withdrawal, the Consumer must take care of returning the Product.
3. The right of withdrawal is explicitly excluded if the Other Party is not a consumer.

Article 7. Exercise of the right of withdrawal

1. If the Consumer wishes to exercise the right of withdrawal, he shall return the Product with all delivered accessories, undamaged and in its original condition within 7 (seven) days after he has notified Laevo of his wish to invoke the right of withdrawal, if reasonably possible in the original condition and packaging, and in accordance with the reasonable and clear instructions provided by Laevo. The Consumer is liable for damage caused by unpacking and trying out the Product.
2. The risk and the burden of proof of the correct and timely exercise of the right of withdrawal shall lie with the Consumer.
3. The consumer shall bear the costs of returning the Product.

Article 8. Dissolution

1. If the Other Party fails to fulfill one or more of its obligations or fails to do so properly or in due time, is declared bankrupt, applies for a (temporary) moratorium, proceeds to liquidate its business or if its assets are seized in whole or in part, Laevo has the right to suspend the performance of the Agreement or the right to terminate and/or dissolve the Agreement in whole or in part by operation of law and without prior notice of default by means of a written statement, all this at its own discretion and always without prejudice to any right they may have to compensation for costs, damage and/or interest.
2. If the Agreement is terminated on the grounds of force majeure, Laevo shall be entitled to payment for hours already worked or investments already made at the time of termination of the Agreement.
3. If the other party cancels an onsite Laevo demonstration within 72 (seventy-two) hours before the demonstration is due to start, Laevo is entitled to charge the costs already incurred or investments made.

Article 9. Liability

In case the Other Party is a Consumer:

1. Laevo's total liability is limited to compensation for damage up to the amount of the fee (excluding VAT) stipulated for that Agreement. In no event shall the total compensation for damage exceed the amount to be paid by Laevo's liability insurance.
2. If the Agreement is a continuing performance contract with a term of more than 6 (six) months, the fee stipulated for that Agreement shall be set at the total of the fees (exclusive of VAT) for the past 6 (six) months prior to the event causing the damage.
3. Laevo's liability is not limited to damage that is the result of intent or deliberate recklessness on the part of Laevo.

In case the Other Party is acting in the course of a profession or business:

4. Laevo is not liable for indirect or direct damage. Not excluded is Laevo's liability for damage resulting from intent or conscious recklessness on the part of Laevo.

5. If Laevo can nevertheless be held liable in a specific case, regardless of what is stipulated in this article, Laevo's total liability will be limited to compensation for damage up to a maximum of the amount of the fee stipulated for that Agreement (excluding VAT).
6. The amount of the compensation shall never exceed the amount that will be compensated by Laevo's liability insurance.
7. If the Agreement is a continuing performance contract with a term of more than 6 (six) months, the fee stipulated for that contract shall be set at the total of the fees (exclusive of VAT) for the past 6 (six) months prior to the event causing the damage.
8. Direct damage is understood to mean:
 - a. reasonable costs which the Other Party would have to incur to make Laevo's performance conform to the Agreement; however, this alternative damage will not be compensated if the Agreement is dissolved by or at the suit of the Other Party;
 - b. reasonable costs incurred in determining the cause and extent of the damage in so far as the determination relates to damage within the meaning of these general terms and conditions;
 - c. reasonable costs incurred to prevent or limit damage insofar as the Other Party demonstrates that these costs have resulted in limiting damage within the meaning of these General Terms and Conditions.
9. The Other Party indemnifies Laevo against any claims by Third Parties who suffer damage in connection with the execution of the Agreement.

General liability provisions:

10. A condition for the existence of any right to compensation is always that the Other Party reports the damage, In Writing, to Laevo as soon as possible after it occurs. Any claim for compensation against Laevo will lapse by the mere lapse of 12 (twelve) months after the damage arose.
11. Laevo is not liable for any damage caused by auxiliary persons as referred to in Article 6:76 of the Dutch Civil Code.
12. Laevo is not liable for damage, of whatever nature, because Laevo relied on incorrect and/or incomplete information provided by the Other Party or if the Other Party delivered this information too late or not in the manner prescribed by Laevo.

Article 10. Force majeure

1. In addition to the provisions of Article 6:75 of the Dutch Civil Code, Laevo cannot be held accountable for a failure in the fulfillment of any obligation to the Other Party in the event of a circumstance beyond Laevo's control, as a result of which the fulfillment of its obligations towards the Other Party is wholly or partially impeded or as a result of which Laevo cannot reasonably be required to fulfill its obligations. Such circumstances could include non-performance by suppliers or other Third Parties, (power) failures, computer viruses, extreme weather conditions, fire (danger), (imminent) danger of war, pandemics, epidemics, quarantines, absenteeism, incapacity for work, strikes, government measures and the breakdown of means of transport and equipment used to transport or assemble the Products.

2. If a situation as referred to in paragraph 1 of this article occurs as a result of which Laevo is unable to fulfill its obligations vis-à-vis the Other Party, then those obligations will be suspended for as long as Laevo is unable to fulfill its obligations. If the force majeure situation has lasted for 30 (thirty) calendar days, both Parties will have the right to dissolve the Agreement In Writing in whole or in part. In that case, Laevo will not be required to pay any compensation, not even if Laevo benefits from any advantage as a result of the force majeure situation.

Article 11. Warranty

1. Laevo guarantees that the Products comply with the Agreement, with the specifications stated in the offer, with the reasonable requirements of reliability and/or usability and with the existing statutory provisions and/or government regulations on the date of the conclusion of the Agreement.
2. The Laevo Business Warranty consists of 1 year full service: Up to one year after the invoice date, the Other party receives a warranty on all repairs or replacements (excluding freight and travel costs).
3. The Laevo Consumer Warranty consists of the following: Up to one year after the invoice date, the Consumer receives a warranty on all repairs or replacements (including freight and travel costs). Between 1 and 2 years after the purchase of the product, Laevo shall pay for 2/3 of all repairs / replacements (including freight and travel costs). Between 2 and 3 years after the invoice date, Laevo shall pay for 1/3 of all repairs or replacements (including freight and travel costs).
4. The warranty will be modified:
 - a. The Other Party has installed, repaired and/or processed the delivered Products itself or has had them installed, repaired and/or processed by Third Parties;
 - b. The delivered Products have been exposed to abnormal conditions or are otherwise handled carelessly or contrary to Laevo's instructions and/or the instructions on the packaging;
 - c. The inadequacy is wholly or partially the result of regulations which the government has laid down or will lay down with regard to the nature or quality of the materials used.

Article 12. Prices

1. All amounts are in euros and do not include VAT and other government levies, unless otherwise agreed to In Writing.
2. Laevo reserves the right to apply an inflation correction once a year.
3. The agreed upon prices are based on cost price determining factors at the time of the offer. Laevo reserves the right to charge the Other Party for changes in these cost price determining factors, over which Laevo has no reasonable influence, such as increases in excise duties, social security contributions, insurance payments, VAT or other unexpected circumstances in the market, three months after concluding the agreement. A compound quotation does not oblige Laevo to perform a part of the Agreement at a corresponding part of the quoted amount.
4. Discounts and quoted amounts do not automatically apply to future Agreements.

Article 13. Payment and invoicing

1. Insofar as not otherwise specified in the Agreement or supplementary conditions, the amounts owed by the Other Party shall be paid within 14 (fourteen) days after the invoice date.
2. The Other Party is obliged to report any inaccuracies in payment data provided or stated, immediately to Laevo.
3. If the Other Party does not fulfill its payment obligation(s) on time, Laevo will point out the late payment and give the Other Party a period of fourteen days to fulfill its payment obligations. If payment is not made within this fourteen-day period, the Other Party will be in default. As a result, the Other Party will also owe the statutory (commercial) interest on the amount that is due. Laevo will also be entitled to charge the Other Party with, if applicable, the extrajudicial collection costs.
4. In the event of (a reasonable prospect of) bankruptcy, liquidation or suspension of payments or a debt rescheduling within the framework of the WSNP, Laevo's claims against the Other Party and the Other Party's obligations towards Laevo will be immediately due and payable.
5. Payments made by the Other Party shall always serve in the first place for settlement of all interest and costs owed, and in the second place for settlement of due and payable invoices which have been outstanding the longest, even if the Other Party indicates that the payment relates to a later invoice.
6. The right of suspension and the right of set-off of the Other Party who is not a Consumer are excluded.
7. The delivery and customs clearance costs shall be borne by the Other Party.

Article 14. Delivery

1. If delivery of an ordered Product turns out to be impossible, Laevo will inform the Other Party as soon as possible.
2. The risk of damage and/or loss of Products rests with Laevo until the moment of delivery to the Other Party or a representative designated in advance and made known to Laevo, unless expressly agreed to otherwise.
3. Based on the Incoterms ©2020, the delivery of the Goods and the transfer of risk shall take place Delivered At Place (DAP) and shall be unloaded at the address agreed upon by the Parties in accordance with the delivery specifications, on the understanding that the risk of the Products shall first pass to the Other Party at the time of delivery. The costs of the delivery shall be borne by the Other Party and shall be included in the quotation in a separate invoice line. The customs formalities and the associated import costs, duties and levies are for the account of the Other Party.
4. All delivery periods are indicative. The Other Party may not derive any rights from any periods stated. Exceeding a term does not give the Other Party a right to compensation.

Article 15. Rentals and subscriptions

1. The provisions of this Article shall apply if the Products are rented out or if the provision of the Product by means of a subscription has been agreed.
2. In order to test the Products, the Other Party has the option of renting or using the Products for a (monthly) fee to be agreed.

3. Unless otherwise agreed, the Agreement is entered into for a period of 6 (six) months.
4. The Product must be inspected by the Other Party upon receipt. Visible defects must be reported to Laevo within 48 (forty-eight) hours.
5. During the first month, the Other Party can exchange the different size parts of the Product for another size once. The different parts must be offered at once and not separately. The costs of sending the Products will be at the expense and risk of the Parties themselves.
6. If during the first month the Other Party exchanges the Product for a different size, the Other Party may receive a refurbished product. Laevo will always send a Product that is in good condition and suitable for use.
7. After the Agreement has expired, the Other Party has the opportunity to extend the Agreement. A new offer and Agreement will be drawn up.
8. The Other Party is responsible for returning the products to Laevo at the expense and risk of the Other Party, no later than the day on which the Agreement ends, unless otherwise agreed to In Writing. The Product must be received by a Laevo employee in the same condition as it was delivered.
9. If the Product is not returned within the agreed period, Laevo shall be entitled to charge the (extended rental) fee until the Product is returned, without prejudice to Laevo's right to claim damages, interests or other costs.
10. The Product is for the risk of the Other Party from the moment that it is made available to the Other Party. The Other Party shall ensure proper insurance.
11. In the event of theft, damage or defect, the Other Party will be charged for the damage, unless the Product proves to be faulty or there is a defect that is attributable to Laevo.
12. The Other Party must maintain, care for and use the Product with due diligence. The Product must be used in accordance with Laevo's instructions.
13. The Other Party is not authorized to transfer the ownership of the Product, to encumber it with a limited right or to (sub)lease it to Third Parties. The Product shall at all times remain the property of Laevo, unless the Other Party and Laevo have proceeded to sell the Product and the full amount owed in respect thereof has been paid by the Other Party.
14. The Other Party shall not make any changes or repairs to the Product.
15. If the Other Party has obtained ownership of the items delivered subject to retention of title by accession or confusion, and the Other Party has not yet paid the claims referred to in paragraph 1, the Other Party will be obliged, at Laevo's request, to transfer the ownership of the delivered items back to Laevo. If this requires the establishment of a right of superficies as referred to in Article 5:101 of the Dutch Civil Code, the Other Party is obliged to cooperate in this.
16. If Third Parties levy attachment on the goods delivered subject to retention of title, or wish to establish or assert rights to them, the Other Party is obliged to inform Laevo of this as soon as may reasonably be expected.
17. The Other Party agrees to direct debit.
18. Termination of the Agreement is not possible within the duration of the Agreement.

Article 16. Complaints

1. The Other Party can no longer invoke a defect in the performance if it has not protested to Laevo within 2 (two) months of discovering the defect or of when it should reasonably have discovered it. In the case of a visible defect upon delivery, a period of 48 (forty-eight) hours applies.
2. The Other Party must in any case give Laevo 4 (four) weeks to resolve the complaint in mutual consultation.
3. If a complaint is not reported to Laevo within the periods stated in the preceding paragraphs, the Product is deemed to comply with the Agreement and to function in accordance with the Agreement.
4. Complaints do not suspend the Other Party's payment obligation.

Article 17. Return policy

1. The Products can be returned within the given timeframes and in compliance with the associated conditions set out in paragraph 2, 3, 4, 5 and 6.
2. Time frame from 0 (null) to 2 (two) weeks:
 - a. Parts need to be returned as new;
 - b. During the first 2 (two) weeks after delivery, the customer can exchange sizing components free of charge. The purpose is to allow the customer to achieve a right fit. For example a set of torso structures that is too long or an Actuator Spring that is too strong. The customer will be provided with brand new components. The return items needs to be suitable for resale;
 - c. Customer handles return shipment. Laevo handles shipment of new parts.
3. Time frame from 3 (three) to 8 (eight) weeks:
 - a. Parts returned, may contain signs of use;
 - b. After 2 (two) weeks but no longer than 8 (eight) weeks, the Other Party can exchange components free of charge. The purpose is to allow the Other Party to adjust the size for a new employee or for the worker to fine-tune the fitting after experiencing the Product for an extended period. The parts will be replaced by revised components. The return items should be suitable for revision;
 - c. The Other Party will be invoiced for shipping.
4. Time frame from 8 (eight) weeks to 52 (fifty-two) weeks:
 - a. Replace under warranty or order of new parts;
 - b. After 8 (eight) weeks the standard warranty applies as point out in article 11. Faulty components will be replaced but exchanging components is no longer possible. New parts (excluding regular wear and tear) can be ordered at any time at standard cost;
 - c. The Other Party ships the Product to Laevo, Laevo handles return shipping/New customer PO including standard shipping charges.
5. Time frame from 1 (one) year to 2 (two) years:
 - a. Replace under warranty or order of new parts;
 - b. After 1 (one) year Laevo will replace and/or repair faulty parts at 1/3 (one/third) of the regular costs. Fabrics, torso structures, leg shells and regular wear and tear are excluded;
 - c. The Other Party ships the Product to Laevo, Laevo handles return shipping/New customer PO including standard shipping charges.

6. Time frame from 2 (two) years to 3 (three) years:
 - a. Replace under warranty or order of new parts;
 - b. After 2 (two) years Laevo will replace and/or repair faulty parts at 2/3 (two/third) of the regular costs. Fabrics, torso structures, leg shells and regular wear and tear are excluded;
 - c. The Other Party ships the Product to Laevo, Laevo handles return shipping/New customer PO including standard shipping charges.

Article 18. Transfer of rights

1. Rights and obligations of the Other Party from this Agreement cannot be transferred without the prior Written consent of the Other Party. This provision is considered to be a clause with effect under property law as referred to in section 3:83 (2) of the Dutch Civil Code.

Article 19. Intellectual property

1. All intellectual property rights relating to and/or resulting from the Agreement performed by Laevo rest with Laevo. The Other Party acquires only the non-exclusive and non-transferable rights of use that are expressly granted in these General Terms and Conditions and by law. Any other or further rights of the Other Party are excluded.
2. Laevo reserves the right to use the knowledge acquired in the execution of the Agreement for other purposes, to the extent that no confidential information of the Other Party is provided to Third Parties.
3. Laevo is entitled to use the name and logo of the Other Party as a reference or promotion after receiving Written permission from the Other Party.
4. The Other Party indemnifies Laevo against the claims of Third Parties concerning intellectual property rights.
5. If the Other Party acts in contravention of this Article, they will owe an immediate fine of three times the amount that has been stipulated for that Agreement, without detracting from Laevo's right to claim compensation.

Article 20. Confidentiality

1. Confidentiality of all confidential information, which the Parties have obtained from each other in the context of the Agreement, is mandatory for the Parties. Information shall be considered confidential if so notified by a Party or if this reasonably follows from the nature of the information.
2. If the Other Party contravenes clause 1 of this provision, the Other Party will, irrespective of whether the contravention is attributable to the Other Party and without any prior notice of default or legal proceedings, owe Laevo an immediately due penalty of EUR 10,000 (ten thousand euros) for each contravention without the need for any form of damage, without prejudice to Laevo's other rights, including its right to claim damages in addition to the penalty.

Article 21. Applicable law

1. Agreements between Laevo and the Other Party are governed exclusively by Dutch law. The applicability of the Vienna Sales Convention is excluded.

2. Disputes between the Parties will as far as possible be resolved by means of proper consultation. All disputes between the Other Party and Laevo will be settled exclusively by the competent court in the district in which Laevo is located.

Article 22. Survival

1. The provisions of these general terms and conditions and the Agreement which are intended to remain valid after termination of the Agreement will remain in full force after the Agreement has ended.

Article 23. Amendment or supplementation

1. Laevo is entitled to unilaterally amend or supplement these General Terms and Conditions. In that case, Laevo will inform the Other Party of the changes or additions in a timely manner.
2. There shall be a minimum of 30 (thirty) days between such notification and the entry into force of the amended or supplemented terms and conditions.
3. If the change gives Laevo the authority to provide a performance that differs substantially from the promised performance, the Consumer has the right to refuse the changed conditions or to dissolve the Agreement.

Chapter II – processor agreement personal data

Article 24. Processing of Personal Data

1. If Laevo is regarded as a processor within the meaning of Article 4(8) of the General Data Protection Regulation (AVG), Articles 25 to 29 of these General Terms and Conditions qualify as agreements to be made in accordance with Article 28(3) of the General Data Protection Regulation (AVG).
2. Laevo will process personal data on behalf of the Other Party. Amongst other things, Laevo processes the personal data of employees of the Other Party, such as: name, gender and body sizes.
3. Laevo processes personal data of Third Parties in order to execute the Agreement concluded with the Other Party.
4. Such data is never the property of Laevo. Data provided by the Other Party for the above-mentioned purpose will remain the property of the Other Party.
5. Laevo will not process the personal data for longer than the duration of the Agreement, unless the Other Party has expressly so instructed In Writing.
6. If, in the opinion of the Other Party, certain personal data should or must no longer be stored, the Company will, at the request of the Other Party In Writing, immediately destroy the personal data in question specified by the Other Party and declare to the Other Party in writing that it has done so.

Article 25. Execution processing

1. Laevo is only responsible for the processing of personal data that is processed within the framework of the services offered under the conditions stipulated in these general terms and conditions. Laevo is explicitly not responsible for the other processing of personal data, including the collection of personal data by the Other Party and/or Third Parties, unless this Third Party has been appointed by Laevo.

2. Laevo will not process personal data in countries outside the European Economic Area ("EEA"), unless it has received explicit prior written consent from the Other Party and it complies with legal requirements. Transfer of personal data to countries outside the EEA that do not have an adequate level of protection is not allowed. Laevo will immediately inform the Other Party in writing of any planned permanent or temporary transfers of personal data to a country outside the EEA and will only implement the transfer(s) with the consent of the Other Party in writing.
3. Laevo will keep the personal data concerning the Other Party separate from the personal data it processes for itself or on behalf of Third Parties
4. Laevo will process the personal data in a proper and careful manner and in accordance with the obligations resting on Laevo under the privacy legislation, including European Regulations and the AVG.

Article 26. Security

1. In accordance with Article 32 of the AVG, Laevo will take all appropriate technical and organisational measures to protect personal data against loss or any form of unlawful processing. These measures will, in view of the costs involved and the state of the art, correspond to the nature of the personal data to be processed.
2. Laevo shall make every effort to prevent and detect security breaches in relation to the personal data as far as possible and to take action against them if they occur.

Article 27. Duty to report

1. In the event of a security breach and/or a data leak as referred to in the Dutch Data Breach Notification Act, Laevo will inform the Other Party as soon as reasonably possible.
2. The duty of notification includes in any case the reporting of the fact that a leak or incident has occurred, as well as the (alleged) cause of the leak or incident, the as yet known and/or expected consequence and the (proposed) solution.
3. The Other Party will, if in its opinion necessary, inform those concerned and other Third Parties, including the Personal Data Authority, about a data leak or other incidents.
4. Laevo is not permitted to provide information about a data leak or other incidents directly to Data Subjects or other Third Parties, except insofar as Laevo is legally obliged to do so or has obtained permission from the Other Party.

Article 28. Rights of data subjects

1. Laevo cooperates with the Other Party to provide the services of the Other Party after approval of, and on the instructions of the Other Party:
 - a. Provide data subjects with access to personal data concerning them;
 - b. Delete or correct personal data of those concerned;
 - c. Demonstrate that personal data has been deleted or corrected, if it is incorrect (or there is a dispute about the correctness of personal data).
2. Laevo cooperates to the extent reasonably possible with the Other Party in complying with its obligations under the AVG and other applicable legislation regarding the processing of personal data. The responsibility for the compliance with these obligations rests completely and exclusively with the Other Party. The

costs related to this cooperation are not included in the agreed prices and fees of Laevo and will be fully for the account of the Other Party.

Article 29. Inspection

1. Laevo allows the Other Party to inspect the compliance of the security measures by Laevo or, at the request of the Other Party, to have the processing facilities of Laevo inspected by a designated investigative body.
2. The Other Party shall pay all costs, fees and expenses related to the Inspection, including reasonable internal costs incurred by Laevo.
3. The Other Party will provide Laevo with a copy of the report of the Inspection.