

## MILabs privacy statement

At MILabs, we bring together innovative technologies and application expertise to help scientists and clinicians address challenges, including through delivering detection and imaging capabilities, instrument data reduction tools, and application and service support services (collectively “**Services**”). We are committed to providing optimal Services and this includes protecting your privacy. This PrivacyPolicy sets out how MILabs collects and processes your personal data when you access and use our Services, including the site [www.milabs.com](http://www.milabs.com) (the “**Site**”). Throughout this policy, when we write “MILabs” or “we” or “us” or “our”, we are referring to MILabs B.V. which is headquartered in TheNetherlands and is subject to the laws and regulations of the European Union.

This Privacy Policy explains what information of yours can be collected through interaction with us, our Services or our Site, as website visitor and as contact person of our customers and suppliers. This Privacy Policy describes how the information will be used, and how you can control the collection, correction and/or deletion of information. We will not use or share your information with anyone except as described in this Privacy Policy. The use of information collected through interaction with ourServices or the use of our Site shall be limited to the purposes under this Privacy Policy.

### 1. Information We Collect

We collect personal Information when you, as website visitor or contact person of our customers and suppliers, utilize our Services, when you communicate with us or sign up to receive promotional materials or information and when we collect data from third parties or publicly-available sources to help us provide and improve the Services and for marketing and advertising purposes.

This personal information may include:

- Contact details such as your name, address, phone number and email address;
- Your affiliated institute or company; and
- Information or feedback you provide to us.

We may also collect personal data automatically when you visit or use the Site and/or Services, such as data collected through cookies (see paragraph 2). This may include the following information:

- Data about your device and browser type (including IP address and MAC address); and
- Data about your use of our Site, such as the webpages you have viewed, the hyperlinks you clicked on and websites you have visited before you came to our website.

We do not collect any special categories of personal data about you.

Your information is held in our secure Customer Relationship Management (CRM) system and in our newsletter app (Mailchimp). We keep this information for our marketing purposes only and is not shared with

parties unaffiliated with MILabs. Your personal data may be sent to local distributors to assist you with our Services and the distributors will be affiliated with MILabs but may be located outside the European Union.

**2. Cookies And Tracking Technologies**

Technologies such as: cookies, beacons, tags, and scripts are used by MILabs and our partners (such as third party service providers in advertising, marketing and analytics). These technologies may be used in analyzing trends, administering the Site, tracking users’ movements around the Site and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies. Our partners may also use such technologies to deliver advertisements to you as described below. We use cookies to remember users’ submissions as well as for authentication and analytics.

Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our Site, but your ability to use some features may be limited. This Site uses a series of analytics tools, to track aggregate (not individual) user activity, page content, click/touch, and movement. Your IP address, keystroke activity, and personal information are never stored or shared with any third-parties.

We may partner with third parties that use technologies such as cookies to gather information about your activities on this Site and other sites in order to provide you advertising based upon your browsing activities and interests. The only way to completely “opt out” of the collection of any information through cookies or other tracking technology is to actively manage the settings on your browser or mobile device. Please refer to your browser’s or mobile device’s technical information for instructions on how to delete and disable cookies, and other tracking/recording tools (to learn more about cookies, clear gifs/web beacons and related technologies, you may wish to visit <http://www.allaboutcookies.org> and/or the Network Advertising Initiative’s online resources, at <http://www.networkadvertising.org>). If you access MILabs on your mobile device, you may not be able to control tracking technologies through the settings depending on your device.

An overview of the relevant tracking technologies that may be placed, together with the purpose of the cookies and the duration for which they are in principle placed, can be found below.

<b>Cookie</b>	<b>Provider</b>	<b>Purpose</b>	<b>Description</b>	<b>Duration</b>
__utma	Google	Performance	This cookie is set by Google Analytics and is used to distinguish users and sessions. The cookie is created when the JavaScript library executes and there are no existing __utma cookies. The cookie is updated every time data is sent to Google Analytics.	2 years
__utmc	Google	Performance	The cookie is set by Google Analytics and is deleted when the user closes the browser. The cookie is not used by ga.js. The cookie is used to enable interoperability with urchin.js which is an older version of Google analytics and used in conjunction with the __utmb cookie to determine new sessions/visits.	Session

__utmz	Google	Performance	This cookie is set by Google analytics and is used to store the traffic source or campaign through which the visitor reached your site.	6 months
__utmt	Google	Performance	The cookie is set by Google Analytics and is used to throttle request rate.	10 minutes
__utmb	Google	Performance	The cookie is set by Google Analytics. The cookie is used to determine new sessions/visits. The cookie is created when the JavaScript library executes and there are no existing __utma cookies. The cookie is updated every time data is sent to Google Analytics.	30 minutes
YSC	Youtube	Performance	This cookies is set by Youtube and is used to track the views of embedded videos.	Session
nQ_userV isitld	Albacross	Analytics	Sets a unique ID for a specific visitor. This ID can be used to recognize the visitor upon re-entry and implement any preference choices made. The cookie also allows the website to track the visitor on multiple websites for marketing purposes.	30 minutes
CONSENT	Youtube	Other	Used to detect if the visitor has accepted the marketing category in the cookie banner. This cookie is necessary for GDPR-compliance of the website.	16 years, 7 months, 12 days and 12 hours
nQ_cookie ld	Albacross	Analytics	The domain of this cookie is owned by Albacross. It is used as a analytical tools to identify the potential customers by setting a unique Id for the customers. The session Id is used to implement the preference choice made by the customer upon their re-visit. The cookie also allows the website to track the visitor on multiple websites for marketing purposes .	1 year
_ga	Google	Analytics	This cookie is installed by Google Analytics. The cookie is used to calculate visitor, session, campaign data and keep track of site usage for the site's analytics report. The cookies store information anonymously and assign a randomly generated number to identify unique visitors.	2 years
_gid	Google	Analytics	This cookie is installed by Google Analytics. The cookie is used to store information of how visitors use a website and helps in creating an analytics report of how the website is doing. The data collected including the number visitors, the source where they have come from, and the pages visted in an anonymous form.	1 day
_gat_UA- 7173449-1	Google	Analytics	This is a pattern type cookie set by Google Analytics, where the pattern element on the name contains the unique identity number of the account or website it relates to. It appears to be a variation of the _gat cookie which is used to limit the amount of data recorded by Google on high traffic volume websites.	1 minute

test_cookie	Google	Advertisement	This cookie is set by Google. The purpose of the cookie is to determine if the user's browser supports cookies.	15 minutes
VISITOR_INFO1_LIVE	Youtube	Advertisement	This cookie is set by Youtube. Used to track the information of the embedded YouTube videos on a website.	5 months and 27 days
_fbp	Facebook	Advertisement	This cookie is set by Facebook to deliver advertisement when they are on Facebook or a digital platform powered by Facebook advertising after visiting this website.	3 months
IDE	Google	Advertisement	Used by Google DoubleClick and stores information about how the user uses the website and any other advertisement before visiting the website. This is used to present users with ads that are relevant to them according to the user profile.	1 year and 24 days

### 3. How We Use Your Information

We use the information that we collect only for specific purposes. This includes to perform the contract we are about to enter into or have entered into with you, send you marketing communications, respond to your questions and concerns about our products and to collect feedback about our products.

Purpose/activity	Personal data	Legal ground	Retention period
<p>To manage our relationship with you and communicate with you regarding:</p> <ul style="list-style-type: none"> <li>our Site;</li> <li>our business relationship;</li> <li>your questions and comments;</li> <li>support; and/or</li> <li>notify you about changes to our terms or Privacy Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Name</li> <li>Address</li> <li>Email address</li> <li>Affiliated institute or company</li> <li>Telephone number</li> <li>Other information that you provide to us</li> </ul>	Necessary for our legitimate interests (to provide support and respond to your questions and comments)	For the duration of our business relationship with you and 3 months after the end of our business relationship.
To notify you about promotions and special offers, as well as the Services we offer that may be of interest to you.	<ul style="list-style-type: none"> <li>Name</li> <li>Address</li> <li>Email address</li> <li>Telephone number</li> </ul>	Your consent to receive marketing emails.	Until the moment you withdraw your consent.

<p>To administer our site and diagnose problems, to protect our business, to resolve disputes or troubleshoot problems, to prevent potentially prohibited or illegal activities.</p>	<ul style="list-style-type: none"> <li>• IP-address</li> <li>• Browser type and version</li> </ul>	<p>Our legitimate interests (for running our business, IT services, network security, to prevent fraud and other prohibited or illegal activities).</p>	<p>Until the moment the problem is solved.</p>
<p>To analyse your behaviour when using our Site and/or Services, measure the activity of our Site and provide personal content to you.</p>	<ul style="list-style-type: none"> <li>• IP-address</li> <li>• Browser type and version</li> <li>• Data about your use of our Site</li> </ul>	<p>Your consent to place (third party) cookies such as advertising and/or analysing cookies.</p>	<p>Depending on the type of cookie placed, see paragraph 2 above.</p>

#### 4. How We Share Your Information

- We may share your personal data with other parties, including:third party service providers such as IT&Care, Must Have, Zoho, Baker Tilly Berk, Mailchimp and [●] who provide or facilitate services on our behalf.
- third parties, institutions or government agencies, such as the tax authorities, to comply with laws and legal proceedings such as responding to court orders, exercise our legal right or defend against legal claims. We may share your personal data if we believe in our sole discretion it is necessary to share information in order to investigate, prevent or take actions against illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person or otherwise required by law.
- third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

MILabs will not rent or sell your personally identifiable information to others.

We do not share non-personally identifiable information (such as anonymous usage data, referring/exit pages and URLs, platform types, number of clicks, etc.) with anyone not affiliated with MILabs. Non-personally identifiable information may be stored indefinitely.

## **5. Testimonials**

We may display personal testimonials of satisfied customers on our Site in addition to other endorsements. With your consent, we may post your testimonial along with your name and affiliation. If you wish to update or delete your testimonial, you can contact us at [info@milabs.com](mailto:info@milabs.com)

## **6. Storage and Retention**

We only retain your personal information to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are set out in the table in paragraph 3 above.

## **7. International transfers**

Your personal data may be transferred to Zoho Corporation-Chennai-India and to Mailchimp of the Rocket Science Group, LLC, Atlanta,USA, which are based outside the European Economic Area (EEA). Whenever we transfer your personal data outside the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- we ensure your personal data is transferred to a country that is deemed to provide an adequate level of protection for personal data by the European Commission; or
- we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.

Please contact us through the contact information included in paragraph 14 below to receive more information on the safeguards implemented to the transfer of your personal information.

## **8. How We Protect Your Information**

MILabs is concerned with protecting your privacy and data, but we cannot ensure or warrant the security of any information you provided MILabs or guarantee that your information on our systems may not be accessed, disclosed, altered or destroyed by breach of any of our industry standard physical, technical or managerial safeguards.

When data is entered into our Site, it is transferred to our secure CRM. No method of transmission over the Internet or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security. If you have any questions about security on our Site, you can contact us at [info@milabs.com](mailto:info@milabs.com)

In the event that personal information is compromised as a breach of security, MILabs will promptly notify our customers in compliance with applicable law.

## 9. Your legal rights

It is important that the personal data we hold about you is accurate and current. In accordance with applicable law, you may have the right of access, rectification and erasure of your personal data, the right to restriction of and object to the processing of your personal data and the right to data portability. Please find below more details and information on how and when you can exercise your rights:

- The right to access your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- The right to request to correct your personal data if they are inaccurate. You may also supplement any incomplete personal data we have, taking into account the purposes of the processing.
- The right to request deletion of your personal data, if:
  - your personal data is no longer necessary for the purposes for which we processed them; or
  - you withdraw your consent if the processing of your personal data is based on consent and no other legal ground exists; or
  - you object to the processing of your personal data and we do not have an overriding legitimate ground for processing; or
  - your personal data is unlawfully processed; or
  - your personal data has to be deleted for compliance with a legal obligation.
- The right to object to the processing of your personal data. We will comply with your request, unless we have a compelling overriding legitimate interest for processing or we need to continue processing your personal data to establish, exercise or defend a legal claim.
- The right to restrict the processing of your personal data in case:
  - the accuracy of your personal data is contested by you, during the period in which we have to verify the accuracy of the personal data; or
  - the processing is unlawful and you oppose the deletion of your personal data and request restriction; or
  - we no longer need your personal data for the purposes of processing, but your personal data is required by you for legal claims; or
  - you have objected to the processing, for the period in which we have to verify overriding legitimate grounds.
- The right to data portability. You may request us to receive the personal data that concern you. You may also request us to send this personal data to a third party, where feasible. You only have this right if it regards personal data you have provided to us, the processing is based on consent or necessary for the performance of an employment agreement between you and us, and the processing is done by automated means.

You can exercise your rights as set out above by filing a request per e-mail to [info@milabs.com](mailto:info@milabs.com). We aim to respond to your request within one month after receiving such a request. However, this one-month term may be extended with two months. In such event, we will inform you within one month after receipt of your request and explain why the extension is necessary.

You also have the right to lodge a complaint to the supervisory authority about the way we process your personal data. We would, however, appreciate the chance to deal with your concerns before you approach the supervisory authority, so please contact us in the first instance.

## **10. Children's Privacy**

MILabs does not knowingly collect or solicit personal information from anyone under the age of 13. In the event that we learn that we have collected personal information from a child under age 13, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under 13, please contact us at [info@milabs.com](mailto:info@milabs.com).

## **11. Notification Procedures**

It is our policy to provide notifications, whether such notifications are required by law or are for marketing or other business-related purposes, to you via email, written or hard copy notice, or through conspicuous posting of such notice on the Site, as determined by MILabs in its sole discretion. We reserve the right to determine the form and means of providing notifications to you, provided that you may opt out of certain means of notification as described in this Privacy Policy.

## **12. Links to Other Web Sites:**

We are not responsible for the practices employed by websites or services linked to or from our Site, including the information or content contained therein. Please see our disclaimer form our on our Site: <https://www.milabs.com/disclaimer/>

Please remember that when you use a link to go from our Site to another website, our Privacy Policy does not apply to these other websites. Your browsing and interaction on any third-party website or service, including those that have a link on our Site, are subject to that third party's own rules and policies.

Our Site also includes social media features, such as the LinkedIn Share button (and others) that run on our Site. These features may collect your IP address and which page you are visiting on our Site, and may set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these features are governed by the privacy policy of the organization providing it.



### **13. Changes to Our Privacy Policy**

We may amend this Privacy Policy from time to time. All changes to this Privacy Policy are effective when they are posted on this page. When we change the policy in a material manner, we will let you know via email and/or a prominent notice on our Site prior to the change becoming effective and update the 'effective date' at the bottom of this page. We invite you to check our privacy policy from time to time to review the most current version.

### **14. Contact**

If you have any questions about this Privacy Policy, the practices of our Site, or questions regarding your personal information, please contact us at [info@milabs.com](mailto:info@milabs.com), or contact us at:

MILabs B.V.

Address: Duwboot 7a, 3991CD, Houten, The Netherlands

Phone: +31 88 756 5343

Fax: +31 88 756 0094

E-mail: [info@milabs.com](mailto:info@milabs.com)

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