

## CATAWIKI PRIVACY POLICY

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Catawiki processes personal data of Users that visit our Online Platform and use our Service. In this Privacy Policy, we would like to inform you of what personal data we process and why. Catawiki B.V. is the data controller in respect of the processing of your personal data. Read this information carefully so that you understand how we process personal data and what your rights are.

Where we collect personal data using Cookies, you can find additional information in our [Cookie Statement](#). Definitions in capital letters have been defined in the [Terms and Conditions](#). You will also find a detailed description of the Service there.

### **A. What kind of data does Catawiki process?**

We process data we receive from you. For instance, when you register as a User or when you contact our customer support department. In addition we collect certain data automatically when you use our Services or when you provide us with feedback about our Services. Below you will find an overview of the data we collect through different sources.

#### On visiting our Online Platform

We collect the data sent by your internet browser, as well as information on your browsing behavior. This information consists of your IP address, your internet browser specifications and data on your browsing behavior such as the date, time and duration of the website visit, access to the website (directly, through a link or through a search engine), Lots viewed by you and search terms you used.

#### When using our mobile website or applications

If you visit our Online Platform by use of our mobile website or mobile applications, we will also collect your mobile advertising ID number (AAID or IDFA). You can reset these numbers. For an explanation on how to do this, visit the websites of [Google](#) or [Apple](#). You can also enable [Limit Ad Tracking](#) for Apple and select [Opt Out of Interest-Based Ads](#) for Google.

In order to optimize our Service and marketing activities we may make use of cross-device tracking via a User ID number (User ID) assigned to you during registration. This User ID is a unique and persistent string of numbers representing you as a user of the Online Platform. Cross-device tracking enables us to track your behaviour across multiple devices that are linked to each other and to combine the data to provide you with personalized content on those various devices. For instance, we may show you personalised content on our Online Platform on your computer based on your behaviour on our mobile application. You can manage the way your devices share the data by adjusting the privacy and security and settings on each device separately.

#### When creating your Account

In order to make the best possible use of the Service, you have to create an Account. To do this, you need to choose and enter a username and password and enter an email address. Users can also create a Catawiki Account via a social media account such as Facebook. We will then receive basic information from and retained by that social media account, such as your username and email

address. We may also receive information about your status updates and content you viewed or clicked on using that social media account. You can control the data you allow us to have access to through the privacy settings of the relevant social media website. In addition, in order to perform our Services, we may ask you to provide certain information, such as your name, date of birth, email address, telephone number, address, bank account number and, if applicable, the VAT number and Chamber of Commerce number of your company. Upon registration you will be assigned a unique User ID by which we can facilitate the Services and track your activities on the Online Platform such as your bids, purchases, sales and payments.

You can change this information in your Account and add further information if necessary at any time.

When you start using the Service, certain data will be kept in your Account, such as favorite Lots, alerts, orders, evaluations from other Users of the Service (reviews and ratings), and messages received and sent via the Account. You can view this information through your Account.

#### When using our Service

In order to enable you to issue bids in Auctions, you will be assigned a specific user number. This number is visible in bids on the Online Platform. We keep records of transaction and payment data related to Purchase Contracts. This may be more extensive than the concise overview that you can see in your Account.

We keep interest profiles, qualifications and characteristics of Users, so we know what type of User you are (a Buyer or a Seller, Professional Seller or Consumer) and your location. Such information enables us to find out what you are interested in and to personalise our Service for you. For instance, based on your browsing behavior we may offer you targeted marketing emails. If you do not wish to receive such emails, you can unsubscribe from the link in your email or by adjusting your Account settings.

If you wish to sell Lots, you may be asked for a scan or photograph of a valid proof of identification (government-issued photo ID). The information on your proof of identification, which clearly shows at least your full name, date of birth and ID (document) number, is required by the third party payment processor called Stripe that processes payments on our Online Platform. In performing its services, Stripe acts as a 'data processor' for Catawiki (see below). As a payment services provider, Stripe however also has own obligations with regard to your personal data. Stripe can therefore also be regarded as a 'data controller' with regard to your personal data. For any data processing operations Stripe performs as a data controller, [Stripe's Privacy Policy](#) applies.

#### When processing payments

We may use Stripe to process payments made to us and to other Users. In such event your payment information will be transmitted to Stripe via an encrypted connection. Stripe uses and processes your payment information, such as bank account number and, if applicable, Chamber of Commerce and VAT identification number in accordance with [Stripe's Privacy Policy](#). We don't store any data in connection with the processing of payments ourselves, other than the data required for invoicing and

to comply with tax and other government regulations such as name, address and bank account.

#### When you contact us

We store correspondence, for example if you contact us by email or telephone, including recordings of telephone conversations. This also includes any notifications we receive from others about you or the Lots you offered or bought.

We may ask you to provide us with feedback about our Service through an email or online survey. We greatly appreciate any feedback and will only process personal data which may be collected by us or by a third party (such as your email address or User ID) for internal analytical purposes to enhance our Services.

#### **B. Why does Catawiki process your data?**

We may use the collected data for the following purposes.

#### Provision of the Service

We process your data firstly in order to provide the Service, and to ensure that you can sell Lots to and buy Lots from other Users. We also process your data in this regard for:

- (i) Invoicing and debt collection, for example, by sending messages via SMS, Whatsapp or any other direct messaging for debt collection purposes;
- (ii) Accounts and internal administration;
- (iii) Improvement of our Service; and
- (iv) Displaying the Online Platform in a format that corresponds with your internet browser and the device you use.

#### Marketing and communication

We also process your data for marketing and communication purposes, such as for:

- (i) Drawing up anonymised statistical information that we use for target group and market analysis and for improving navigation on our Online Platform;
- (ii) Your and our use of social media, implementation of the Catawiki affiliate program, promotions where you can invite your friends and other marketing promotions;
- (iii) Showing suggestions (such as interesting Lots) and targeted advertisements;
- (iv) Offering extra services and benefits;
- (v) Informing you about products, events, offers and promotions from us; and
- (vi) Maintaining contact, for example by sending newsletters, via telephone or SMS (or any other direct messaging) or for answering questions.
- (vii) Inviting you to provide us with feedback about our Service.

#### Irregularities and statutory duties

We take account of the risks and statutory obligations associated with our Online Platform and the Service. In this context, we may use personal data for:

- (i) Securing the Online Platform and the Service;
- (ii) Preventing, tracing and countering fraud or any other unlawful use of the Online Platform or Service;

- (iii) The registration, mediation and resolution of disputes, including the handling of notifications of irregularities; and
- (iv) Compliance with statutory obligations, such as requirements to keep records, but also any duties in the context of criminal or other investigations by the competent authorities.

#### Catawiki Terms and Conditions

We may also process personal data for the implementation and enforcement of our Terms and Conditions. For instance, when:

- (i) Removing, reducing or changing User Material on the Online Platform;
- (ii) Using User Material for promotional, filing or other purposes, in accordance with our license acquired through your acceptance of the Terms and Conditions; and
- (iii) Taking measures connected to actions that are not in accordance with our Terms and Conditions.

#### **C. When will data be provided to third parties?**

The data in your Account are largely protected. However, you also have a public profile that other Users can see. Other Users may gain access to additional data such as your name, address, Catawiki email address, your personal email address and phone number, as this may be necessary for the conclusion or execution of a transaction (including delivery) that you enter into with this User. For example, if you conclude a Purchase Contract with another User, your email address and your address will be provided for arranging pick up or shipment of Lots. We may also provide such or other data to a User in case of a dispute between you and that User.

We may also engage processors. These are third parties that perform services for us and, in that context, also process personal data, such as for processing payments, sending mailshots, analysing feedback or securing the Online Platform. Processors have a duty to maintain confidentiality and may only use the specific data for providing services to us.

In the future, we may transfer one or more components or assets to a third party or merge them with a third party. In that case, we may also be required to transfer your data.

We may also disclose your data to third parties:

- (i) If you have given your specific consent for such disclosure or if we feel obliged to do so;
- (ii) To comply with statutory obligations or court orders;
- (iii) To cooperate with authorities such as the police or tax authorities;
- (iv) To enforce performance of the Catawiki Terms and Conditions; or
- (v) If User Material is manifestly unlawful towards the third parties in question.

Third parties are also involved in the use of Cookies. Please see the [Cookie Statement](#).

Third parties to whom Catawiki provides your data may be located outside the European Economic Area or they may use servers that are located outside the European Economic Area. The level of the right to protection of personal data may be lower in those countries than in the European Economic Area. By using Catawiki's services, Users give their permission for personal data to be transferred

outside of the European Economic Area.

When you leave the Online Platform and visit a website belonging to a third party or enter the digital environment belonging to a third party, this Privacy Policy will no longer apply and we refer you to the privacy policy of the third party in question. This is the case, for example, when you enter your account on the online platform of Packlink, a third party shipping platform.

#### **D. What security procedures does Catawiki have?**

We process your data in accordance with European data protection law. We have security procedures and technical restrictions in place to protect your data from unauthorised access, destruction or alteration.

#### **E. What should you do in case of a privacy violation?**

We have a procedure for reporting unlawful activity to us. You can also notify us here if you identify a violation of your privacy on the Online Platform. We respect and protect the privacy of anyone who files a notice or is the subject of such notice. Notwithstanding our legal obligations, personal data provided to use in the context of a notice will always be treated in confidence and will only be used for handling the notice.

#### **F. What will happen to your personal data if your Account is removed?**

When you or we remove your Account, we will permanently remove all your personal data. This does not include data that we are required to store for longer periods in accordance with statutory retention obligations or that are processed by other Users, or User Material that we intend to use again in accordance with the license issued in accordance with the Terms and Conditions.

#### **G. How can you control your personal data?**

You have the right to request your data for inspection. If this shows that we have processed incorrect personal data or have processed personal data we should not process, you have the right to request that we correct, supplement or delete the data. You can send any such requests to us using the contact details below. We will respond to your request as soon as possible and, if there is reason to do so, will correct, supplement, delete your data as soon as possible or restrict processing your data as soon as possible.

#### **H. Can this Privacy Policy be changed?**

Catawiki is entitled to amend or supplement the Privacy Policy at any time by posting the amended Privacy Policy on the Online Platform. The most up-to-date version of the Privacy Policy can be found on the Online Platform. We will notify you by email in the event that an amendment or supplementation will significantly affect your rights or obligations or it will bring the changes to your attention during your use of the Service.

#### **I. Contact**

If you have questions regarding this Privacy Policy and the use of Cookies on our Online Platform, you can contact us at any time using the following contact details:

Catawiki B.V.  
Overcingellaan 5  
9401 LA Assen  
The Netherlands  
E - [privacy@catawiki.com](mailto:privacy@catawiki.com)  
T - +44 20 3856 4102

You can also send an email via the [contact form](#).