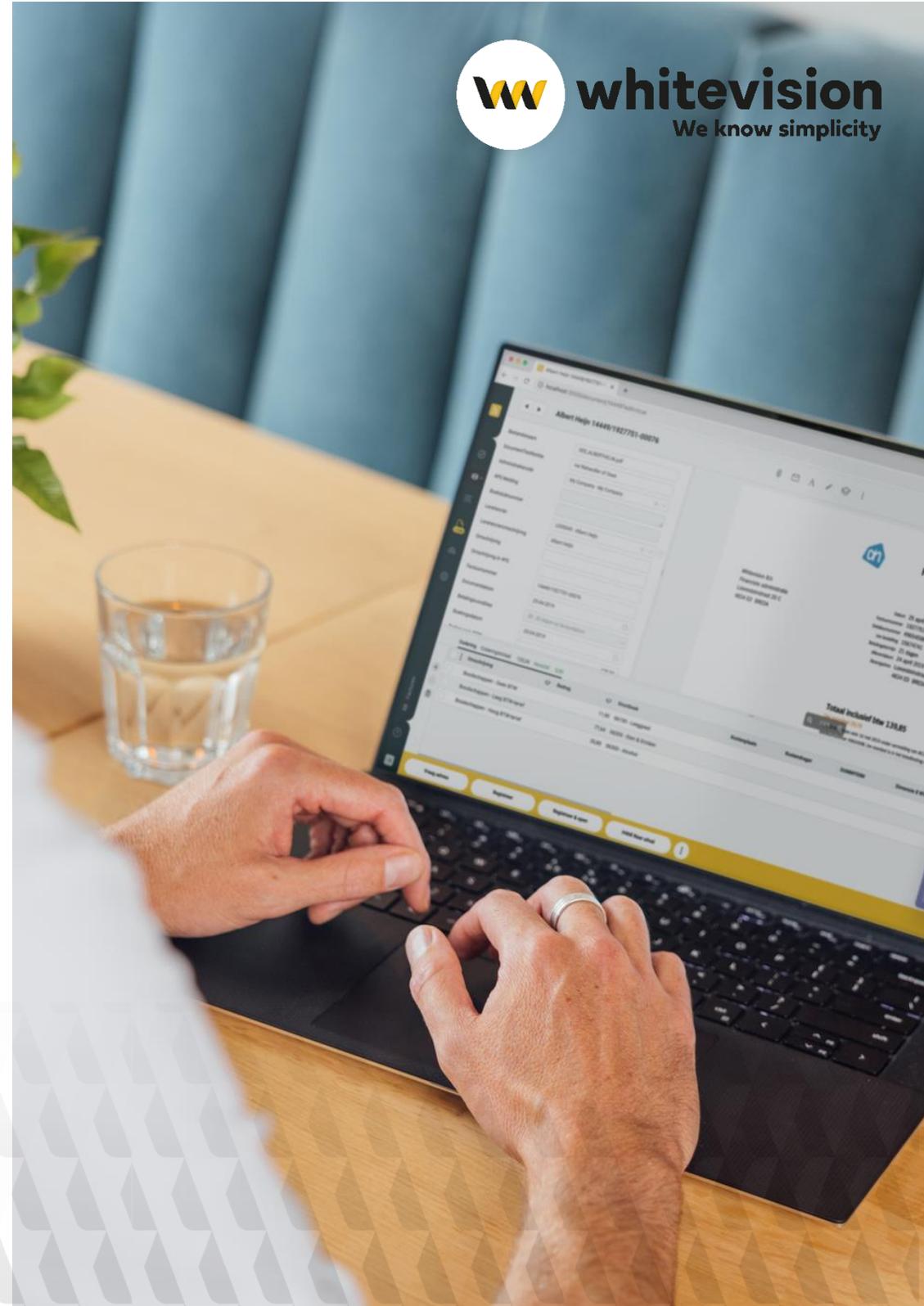


General Terms and Processing Agreement

Whitevision B.V.





About this document

When you use Whitevision's solutions, you want to know what to expect from us. That's why we've clearly compiled our key agreements in this document, which combines two components: the **General Terms and Data Processing Agreement**.

We believe it's important that our agreements are clear and accessible, so everyone can easily read and understand them. By combining the General terms and processing agreement into one document, we avoid repetition and keep it organized, much more practical!

For certain products or functionalities, additional agreements may apply, such as service levels or specific sub-processors. These are documented separately, for example in the Service Level Agreement (SLA) and the sub-processor overview. You can find these documents on our website, listed per product.

In this document, we use the terms "we" and "you." "We," "us," and "our" refer to Whitevision B.V. (hereinafter "Whitevision"). "You," "your," and "yours" refer to you as the customer.

The signed quotation (hereinafter "the agreement") forms the basis of our collaboration and contains the individual arrangements you've made with us. In case of any discrepancies, the agreement always takes precedence over this document.

The most recent terms apply when using our solutions. This version of the General terms and processing agreement was established on September 1, 2025, and replaces all previous versions.

This document is available in both Dutch and English. In case of discrepancies between the two versions, the Dutch version shall prevail.

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1. The agreement

1.1 Term

The agreement takes effect upon signing and has an initial term of one year. After this period, it is automatically renewed for an indefinite term.

1.2 Pricing

To maintain the quality of our services, we adjust our rates annually as of January 1st. The annual price indexation is capped at a maximum of 5%, unless the Consumer Price Index (CPI) figure for July is higher; in that case, we use that figure as the maximum.

1.3 Invoicing

The quotation specifies when we will invoice you. All invoices are sent via email in PDF format to the email address you provided. The payment term is 14 days.

1.4 Termination of the agreement

After the first year, you may terminate the agreement by sending an email to administratie@whitevision.com, effective at the end of a calendar month, with a notice period of one month. The agreement will then end on the last day of the month following the month in which we receive your notice.

After the first year, we apply a notice period of three months for terminating the agreement on our side.

If you fail to meet the (payment) terms, we may suspend or terminate the agreement early. You will always be given the opportunity to

comply first. In the event of suspension of payment or bankruptcy, we reserve the right to terminate the agreement immediately.

1.5 After termination

After the agreement ends, you may no longer use the Whitevision software. In the case of a SaaS solution, you will also lose access.

Retention obligation

You remain responsible for complying with all legal administrative and retention obligations. If you wish to retain or migrate your data after termination, please notify us in time (at least before termination), so we can explore a solution together (possibly for a fee).

Ongoing obligations

Obligations from this document that are intended to remain in effect after termination (such as IP, confidentiality, and data security until deletion) will continue to apply.

2. IP and confidentiality

2.1 Software

The intellectual property rights related to the Whitevision software and all underlying source code are and remain the property of Whitevision. If you receive a claim from a third party regarding the intellectual property rights of our software, we will indemnify you—provided that you inform us immediately, cooperate with the investigation, and allow us to handle the matter.

If a court determines that the intellectual property rights indeed belongs to a third party, we will ensure that you can continue using the software or we will offer you an equivalent solution.

2.2 Your data

The data you build up yourself always remains your property.

If you submit a document to us for processing and that document infringes on the (intellectual property) rights of third parties, you indemnify us in advance against any claims from those third parties. If we receive such a claim, we will inform you immediately.

2.3 Confidentiality

We treat all customer data with strict confidentiality, including personal data, business information, and any other provided or generated data. This information is used solely for the execution of the agreement and is not shared with third parties unless necessary for service delivery or required by law.

All our employees and sub-processors are bound by confidentiality agreements. In addition, we take appropriate technical and organizational measures to ensure the confidentiality and integrity of customer data (see the chapter on Security). We do not retain data longer than necessary and will delete or anonymize it after the agreement ends, in accordance with applicable laws and regulations.

3. Liability

We believe it's important that our solutions function optimally and that our service is of high quality. If something does go wrong, we will resolve it as quickly as possible or work with you to find a suitable solution.

3.1 Liability

Our liability is limited to the higher of the following two amounts: the amount paid out by our insurance or the amount invoiced to you in the past 12 months.

If the competent Data Protection Authority imposes a fine due to intent or gross negligence on our part, this limitation of liability does not apply. In cases of intent or deliberate recklessness by Whitevision or our employees, we cannot invoke our liability limitations.

We are not liable for consequential damages (indirect damages), such as lost revenue, lost profits, or missed opportunities. This also applies if you or third parties engaged by you make unauthorized changes to our software.

If the Whitevision software does not function properly, we understand this can be frustrating. We are happy to help you as quickly and effectively as possible. Please report the issue as soon as possible, but no later than 30 days after discovery. After this period, our liability expires, and we are no longer responsible for any resulting damages. See the SLA for instructions on how to report issues.

3.2 Force majeure

Neither of us is liable to the other in the event of force majeure (as defined by law). Force majeure also includes failure or improper performance by suppliers, power outages, and disruptions to data traffic, provided the cause is not attributable to either you or us.

3.3 Insurance

We maintain both professional and business liability insurance with a maximum coverage of €1,000,000 per claim and €2,000,000 per year. We ensure that this (or a similar) insurance remains in effect throughout the duration of the agreement.



4. Personal data

You determine the purpose for which our solutions are used to support your organization. This means that we process personal data on your behalf in order to execute the agreement. Under the GDPR, this requires us to enter into a data processing agreement.

Our solutions are standardized for all our customers, which is why our data processing agreement is integrated into these General Terms and Processing Agreement.

In this context, we are the processor and you are the controller. The terms data subject, processing, sub-processor, and personal data have the same meaning as defined in the GDPR.

4.1 Purpose of processing

We provide various solutions aimed at supporting digital administrative processes. Depending on the specific solution, the purposes of processing may include recognizing, processing, enriching, routing, and/or storing documents and data you submit, for the benefit of your digital administrative processing and archiving.

We do not know what personal data is contained in the documents you submit. You are responsible for assessing whether our services are appropriate for the purpose and nature of the processing.

We assume that the documents you submit do not contain special categories of personal data. If you intend to process such data using Whitevision solutions, please notify us in advance.

We collect anonymized data for research and to improve our solutions and services. This data is never shared with third parties.

4.2 Categories

We do not have insight into the personal data contained in the documents you submit and therefore cannot specify which categories of personal data we process on your behalf.

If desired, you can inform us of the categories of personal data you intend to process using our solutions, so we can include them in the agreement. If you do so, it is your responsibility to notify us of any changes. Due to the automated nature of our software, we are unaware of any additional or different categories of personal data being processed beyond those specified in the agreement. If you process such data, it will be handled automatically by our system without our knowledge.

4.3 Sub-processors

We use sub-processors to process and store your documents and personal data. You can find the list at whitevision.com/en/terms-and-conditions.

Your personal data is only processed within the EEA by us and our sub-processors.

We enter into a (sub)processing agreement with all our sub-processors that includes at least the same obligations as outlined in this General Terms and Processing Agreement.

If we engage a new sub-processor, we will notify you at least 3 months in advance via email to the administrator of your customer portal. We select sub-processors with the utmost care. If you object to a sub-processor, please notify us in writing with justification. We will assess whether adjustments are necessary. If we cannot reach an agreement, you may terminate the agreement immediately.



4.4 Privacy rights

The personal data you process using our solutions remains yours. We have no control over it. Without your explicit consent or a legal obligation, we do not share data with third parties or process it for other purposes than agreed. It is your responsibility to ensure that the processing is based on a lawful ground under the GDPR.

Data subjects

If a data subject submits a request to us, we will always refer them directly to you. Of course, we can support you where possible to help you meet your legal obligations.

4.5 Data breaches

Under the GDPR, you as the controller must report any data breach to the privacy authority. We will ensure that you are informed in a timely, accurate, and complete manner about relevant incidents, including breaches by sub-processors, so you can meet your legal obligations.

If you submit a (preliminary) report to the Data Protection Authority and/or data subjects regarding a breach at Whitevision, we ask that you inform us of the content of the report so we can stay informed.

Timeframe

The GDPR requires that a security breach be reported without undue delay. According to the Dutch Data Protection Authority, this means without unreasonable delay and preferably within 72 hours of discovery by the controller (you).

In the event of an incident, we will inform you as soon as possible and without undue delay, but in any case within 24 hours of discovery. It is your responsibility to assess whether the incident qualifies as a data breach and whether it must be reported. After we notify you, you have 72 hours to report it.

Contact person

In the event of a data breach, we will notify the contact persons you have designated via email. You can find instructions on how to register or update these contact persons in the SLA.

Information provided

We will inform you, to the extent known, about the (suspected) cause of the breach, its impact, the (proposed) solution, measures taken, and contact details for follow-up.

4.6 DPIA and audits

We will provide the necessary cooperation if a Data Protection Impact Assessment (DPIA) or prior consultation with the supervisory authority is required. Any associated costs are your responsibility.

You may conduct an audit once per year through an independent expert bound by confidentiality. The costs are yours. The audit must be announced in writing at least two weeks in advance, including the scope, and must not unnecessarily disrupt normal business operations. The audit will always be limited to systems used for processing your data.

4.7 Data deletion

When the agreement ends, we will delete your Whitevision environment and all associated data, including processed and stored data, within 30 days. If you wish to have the data deleted earlier, please contact us.



5. Final provisions

5.1 Contact information

These General Terms and Processing Agreement apply to all agreements entered into with Whitevision B.V. (Chamber of Commerce: 61968781).

We are located at Lage Mosten 57 in Breda, the Netherlands. On business days, we are available by phone between 08:30 and 17:00 at +31(0)76-5607820.

5.2 Changes

Because we continuously work to improve our solutions and services, this document may be updated. Our guiding principle is that any change should enhance our service or be necessary to comply with laws and regulations.

We always inform customers in advance of any changes to these General Terms and Processing Agreement. We do this by sending an email to the contact person(s) known to us. If you do not agree with a change, you have up to three months from the date of the email to terminate the agreement with immediate effect.

5.3 Legal matters

Dutch law applies to all agreements, including this General Terms and Processing Agreement. If a dispute arises that we cannot resolve together, it will be submitted to the competent court of the Zeeland-West-Brabant District Court, location Breda.

