



PRIVACY POLICY ERGON AI - PRO

1. Introduction and Scope

Ergon AI B.V. (“ErgonAI”, “we” or “us”) respects your privacy and is committed to protecting your personal data.

Purpose Privacy Policy

This Privacy Policy explains how ErgonAI processes the personal data of professionals who register and use the ErgonAI platform to offer their services. ErgonAI operates as a digital platform that facilitates connections between independent professionals and private individuals (“users”) seeking to have certain services carried out. In doing so, we act as an intermediary and not as a contracting party between the professional and the user.

Pre-App and full version App

ErgonAI will launch in two stages. The first stage is the Pre-App, which contains only limited core functionalities such as registration, account creation, and basic profile management. The Pre-App is designed to allow professionals to familiarise themselves with the platform and to start building their profile and presence. It does not yet include features such as bookings, integrated payments, full contractual workflows, or automated service agreements. The Pre-App may, however, include a limited payment feature that allows professionals to create payment links and receive payments through Stripe Connect, without ErgonAI holding funds. Where this feature is enabled, Stripe carries out onboarding and identity verification (KYC) and processes payments and payouts. The second stage is the full launch of the ErgonAI platform, which will introduce these additional features and functionalities.

For clarity, this Privacy Policy covers both the pre-launch version of the platform (the Pre-App) and the full version (the App). When reading this Privacy Policy in the context of the Pre-App, any section or functionality that is not yet available will be explicitly marked as “Not Applicable for Pre-App”. These provisions automatically apply once the App is launched in full. Upon launch of the full App, we will share the (updated) Privacy Policy and the General Terms and Conditions for the App with you again, and you will be asked to review and accept them before continuing to use our services.

Applicability Privacy Policy

This Privacy Policy applies exclusively to the processing of personal data of professionals who register, create a profile, manage their availability and services, interact with users, and carry out assignments through the ErgonAI platform. With “professionals” we mean independent contractors, freelancers or service providers who offer their services through the platform, whether as natural

persons or through a business entity. If you use the platform as a private individual, a separate privacy policy applies. That policy can be accessed [here](#).

We process personal data in accordance with the General Data Protection Regulation (Regulation (EU) 2016/679, "GDPR") and, where applicable, the Dutch Implementation Act (Uitvoeringswet Algemene Verordening Gegevensbescherming, "UAVG"). This Privacy Policy includes detailed information about the types of data we collect, the purposes for which we use it, the legal bases we rely on and the rights you have as a data subject.

By creating an account and using our platform as a professional, you acknowledge that you have read and understood the General Terms and Conditions and this Privacy Policy.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, by updating your profile from time to time.

Contact Details

ErgonAI is the controller of your personal data as described in this Privacy Policy. As controller, ErgonAI determines the purposes for which and the means by which your personal data is processed, in line with the General Data Protection Regulation (GDPR) and the Dutch Implementation Act (UAVG). We are a company registered in the Netherlands, with our registered office at:

Pieter Breughelstraat 50
4625 BH in Bergen op Zoom

And registered in the Dutch Chamber of Commerce under number 91931797.

If you have any questions or concerns about the way we process your personal data, or if you wish to exercise your rights under the data protection law, you can contact our Data Protection Officer (DPO) at **privacy@ergonai.com**.

We aim to handle all concerns with care and confidentiality. If you are not satisfied with the way we handle your personal data or respond to your request, you have the right to lodge a complaint with the Dutch Data Protection Authority: the Autoriteit Persoonsgegevens,. More information can be found at www.autoriteitpersoonsgegevens.nl.

2. What personal data we process and why

To provide you with access to the ErgonAI platform as a professional, we need to process personal data. This data is either provided directly by you or collected automatically when you use the platform. In the table below, we explain what types of data we collect, when we collect them and for what purposes they are used. We only collect the information that is necessary for the operation of our platform, the fulfilment of our legal obligations, or the improvement of our services.

Type of data	When we collect it	Why we collect it
Account and identification details (name, date of birth, business name, address, email, phone number, Chamber of Commerce registration number, VAT number, profile photo)	When you register for an account or update your details	To identify you, create and maintain your account, and display your profile to customers
Stripe onboarding and verification data (KYC) (e.g. legal name, date of birth, address, nationality, business details, Chamber of Commerce details, beneficial owner / controlling person details, identity document data and verification status; and, where required, supporting documents such as proof of address or company documentation)	When you activate the payment link feature and complete Stripe Connect onboarding within the platform, or when Stripe requests additional verification information	To enable payment processing through Stripe Connect, to comply with applicable financial regulations and Stripe requirements, and to allow Stripe to verify the connected account and enable payment and payout capabilities
Professional credentials and qualifications (diplomas, certificates, licences, proof of specialisation)	During onboarding or when updating your profile	To verify your qualifications and authorisations for the services you offer
Profile and service information (biography, list of services, specialisations, rates, service locations, photos, descriptions)	When you complete or update your profile	To inform customers about your services and match you with relevant work requests
Agenda and booking data (availability, scheduled appointments, confirmations, cancellations, rescheduling)	When you update your calendar or when customers book or amend an appointment	To manage your availability, coordinate appointments, and keep both parties informed
<i><u>(Not Applicable for Pre-App)</u></i>		

Type of data

Communication data

(content and metadata of messages and video calls via the platform)

(Not Applicable for Pre-App)

Financial and transaction data

Platform financial and billing data (Full App only) (e.g. bank details, subscription type, invoice data, payment history, commission records, revenue data)

Payment links

When we collect it

When you use the chat or video call function to interact with customers

When you set up payouts, complete bookings, or process payments through the platform

Pre-App + App (if payment links are enabled): when you activate Stripe Connect, create payment links, receive payments or request/receive payouts through Stripe.

Full App only: when you use paid platform features, process bookings, or when commission/subscription billing applies

Why we collect it

To facilitate service coordination, prevent misuse, and support dispute resolution

To process your earnings, handle invoices, manage commissions, and meet financial and tax obligations

Pre-App + App (if payment links are enabled): to enable payment links through Stripe Connect and provide transaction/payout insights. Payments and payouts are processed by Stripe; ErgonAI does not hold funds and does not store full card data.

Full App only: to administer subscriptions and billing, calculate and charge commissions/fees (where applicable), and comply with accounting/tax obligations.

Type of data	When we collect it	Why we collect it
Tool and equipment rental data (details of rented items, price, availability, terms of use) <u>(Not Applicable for Pre-App)</u>	When a customer books a service that includes tool or equipment rental	To record rental agreements, arrange delivery or availability, and handle related payments
Ratings and performance metrics (customer reviews, response times, booking acceptance rates, completion rates, platform activity data) <u>(Not Applicable for Pre-App)</u>	When you complete assignments or interact with customers	To monitor quality, improve platform reliability, and determine visibility or perks
Technical and usage data (IP address, device identifiers, browser type, access logs, login times, interaction data)	Automatically when you use the platform	To maintain security, ensure platform functionality, and improve user experience
AI-matching and automated suggestions (profile data, service information, advice, and other relevant indicators) <u>(Not Applicable for Pre-App)</u>	Automatically generated when a user submits a question or describes a need through the platform	To analyse the request and provide initial guidance on possible steps the user could take to address the issue themselves, and to identify the type of professional or specific services that may be required, based on profile and service data
Minor verification data (copies of consent forms, verification of service risk category)	When a professional under 18 registers and seeks to offer services	To comply with legal requirements and internal safety standards regarding services offered by minors
Assignment agreement data (details of the specific job contract, including service description, agreed terms, date, time, and	When an assignment agreement is generated through the platform and	To provide both parties with a legally valid record of the agreed service, to store a copy for administrative purposes,

Type of data	When we collect it	Why we collect it
confirmation or signature records)	confirmed or signed by the professional and the user	and to meet legal and contractual obligations
<i>(Not Applicable for Pre-App)</i>		
Insurance documentation	When the professional uploads or updates proof of professional or business insurance	To verify compliance with platform requirements and to ensure that services are provided safely and in line with applicable obligations
<i>(Not Applicable for Pre-App)</i>		
Location	When you provide your service area or when we derive an (approximate) location from your device or IP address	To show relevant job requests near you and to improve matching accuracy and fraud prevention
Support and correspondence records (communications with customer support or ErgonAI)	When you contact us or respond to our communications	To resolve your issues, provide assistance, and maintain service quality

Special categories of personal data

We do not intentionally collect special categories of personal data (such as health information or data revealing racial or ethnic origin) unless strictly necessary and permitted by law. Similarly, we do not process information about criminal convictions unless legally required for certain services, in which case you will be informed in advance.

If, in exceptional circumstances, we need to process special categories of personal data, we will do so only where a lawful ground under Article 9 GDPR applies and with additional safeguards, which include restricted access, enhanced security controls and purpose limitation. We will inform you in advance and, where required, obtain your explicit consent.

3. How we collect your data

We collect personal data from you in different ways. Some of this information is provided directly by you, while other information is collected automatically when you use the platform, or comes from third parties that help us operate and improve our services. The table below explains the sources and methods we use to collect your data and the reasons for doing so.

Source	How we collect it	Why we collect it
Directly from you	When you create an account, fill in your profile, update your details, upload	To set up and maintain your account, verify your identity and qualifications, match you

Source	How we collect it	Why we collect it
	documents, respond to customer requests, with relevant assignments, and enable you or communicate via our chat or video tools to communicate with users	
Automatically through your use of the platform	When you log in, browse, interact with features, or exchange messages, our systems generate technical data such as log files, device identifiers, IP addresses, and session information	To keep the platform secure, ensure proper functionality, measure performance, and improve user experience
From your transactions on the platform	When you submit offers, agree on assignments, complete services, receive ratings, or make/receive payments, including updates to your availability or bookings initiated by the customer and When you and a customer confirm or sign the job contract generated by ErgonAI	To process payments, calculate commissions, maintain transaction records, monitor quality, reward high performance and To create a binding record of the service agreement
Through automated matching and ranking systems	When your profile and performance data are used by our AI-based matching tools to suggest your services to customers	To match you with relevant customer requests, provide advice to users, and improve the efficiency of the platform
From third parties	From service providers that support our payment processing, hosting, analytics, and identity verification, or from customers providing feedback or ratings about your services. Where payment links are enabled, we receive certain information from Stripe about the status of your onboarding and verification (for example: pending, approved, rejected, or additional information required) and limited transaction-level information necessary for administration and support.	Because we have not developed these tools in-house and leading third-party providers in the market offer proven, high-quality solutions. By relying on their expertise, we can deliver a secure, reliable, and high-performing platform while ensuring compliance with legal requirements, preventing fraud, verifying the information you provide, and maintaining trust on the platform

We only collect personal data from external sources when it is lawful to do so and when it is necessary for the operation of our platform. In all cases, we ensure that such data is processed in accordance with this Privacy Policy and applicable data protection laws.

4. Personal Data of Minors

1. General principle

The ErgonAI platform is designed and intended for use by adults. We do not knowingly collect or process personal data of individuals under the age of eighteen without appropriate parental or guardian consent.

2. Minor professionals

Although the ErgonAI platform is primarily intended for use by adults, certain low-risk services offered through the platform may also be performed by minors (for example: providing tutoring to younger students). In such exceptional cases, a minor may register and operate as a professional on the platform only if verifiable consent from a parent or legal guardian has been obtained in advance. The required consent must be granted before any

personal data of the minor is processed or any service is provided, and the consent documentation will be retained in accordance with this Privacy Policy.

3. Parental consent form

The required parental consent form will be provided through the ErgonAI platform. Both the professional and the parent or guardian must complete this form before any personal data of the minor is processed or the service is carried out.

4. Applicability of this Privacy Policy

When a minor is registered as a professional on the platform, all provisions of this Privacy Policy apply fully to the processing of their personal data. In addition, the parent or legal guardian who has provided consent has the right to exercise, on behalf of the minor, all rights described in the section Rights of data subjects.

5. Retention of consent documentation

A copy of the completed parental consent form will be retained by ErgonAI for as long as necessary to demonstrate compliance with legal obligations, and in accordance with the retention periods set out in this Privacy Policy.

6. Removal of unauthorised data

If we become aware that personal data of a minor has been collected without the necessary parental or guardian consent, we will take steps to delete such data and the account promptly, unless retention is required by law.

5. Legal bases for processing and how we use your data

Under the GDPR and the Dutch UAVG, we must have a valid legal basis for every processing activity involving your personal data. This means that we only process your data when it is lawful, fair, and transparent to do so. The table below explains the legal grounds on which we rely, what types of data this applies to, and why the processing is necessary.

Legal basis	What this means	Examples of processing activities
Performance of a contract	We process your personal data where it is necessary for the execution of the agreement between you and ErgonAI, or between you and a user through our platform. Without this data, we cannot provide you with access to our services or enable you to complete assignments.	Creating and maintaining your account, verifying your identity and qualifications, matching you with customer requests, facilitating communication via chat or video, processing payments, handling customer bookings and your calendar, tool rentals and automated service matches for customers based on your profile. This includes processing platform credits or promotion features that affect your visibility, and managing any related billing events.
	Where payment links are enabled, this also includes enabling Stripe Connect onboarding within the platform and facilitating the creation of payment links.	<i><u>(For the Pre-App, this legal basis applies only to registration and account management; all activities marked as “Not Applicable for Pre-App” in Article 2 are excluded.)</u></i>

Legal basis	What this means	Examples of processing activities
Compliance with a legal obligation	We process certain personal data to comply with laws and regulations that apply to us.	Storing transaction records for tax purposes, complying with anti-money laundering regulations, responding to lawful requests from regulatory authorities and verifying the age and permitted service categories of minors offering services through the platform. Retaining transaction and payout-related records where legally required (for example under accounting and tax rules). Stripe performs the primary onboarding and identity verification (KYC) required for payment processing.
Contract between professional and user	When you and a user confirm or sign the job contract generated by ErgonAI	To create a binding record of the service agreement, ensure both parties have a copy, and store it in our system for contract administration and dispute resolution. In certain cases, we retain assignment agreements for a legally required period to comply with tax, accounting, or dispute-handling obligations.
Legitimate interests	We may process your personal data where this is necessary for our legitimate business interests and where these interests are not overridden by your rights and freedoms. Our legitimate interests include maintaining the integrity and security of the platform, improving our services, and promoting trusted interactions.	Monitoring usage patterns and performance metrics, operating ranking systems, preventing fraud or misuse, maintaining quality through ratings and reviews, developing new features, and improving user experience
Consent	In certain cases, we process your personal data only with your explicit consent. You have the right to withdraw your consent at any time, without affecting the lawfulness of processing carried out before the withdrawal.	Sending you direct marketing communications not covered by legitimate interest, processing optional profile information you choose to share, collecting or storing sensitive personal data if ever applicable
Protection of vital interests	In rare and exceptional circumstances, we may process your personal data to protect your vital interests or those of another person.	Disclosing information to emergency services in case of an incident during the performance of a service

Provision of personal data and consequences of refusal

Certain information is necessary to create and maintain your account, to verify your qualifications and to process bookings and payments. If you do not provide this information, we may be unable to offer our service and offer you access to the platform or to complete specific transactions.

We only process your personal data for the purposes described in this Privacy Policy. If we wish to process your data for a new purpose that is not compatible with the original reason for collection, we will inform you in advance and, where required, ask for your consent.

6. International Data Transfers

Where possible, your personal data is processed and stored within the European Economic Area (EEA). Our servers are located in Germany. However, in some cases, personal data may be transferred to or accessed from countries outside the EEA, including the United States, due to the use of third-party providers (see Annex I for a current list of providers). No transfers to other third countries outside the EEA and the United States take place.

When such transfers occur, we ensure that your personal data remains adequately protected in accordance with applicable data protection laws. Depending on the provider and the country of destination, we rely on one or more of the following safeguards:

1. Transfers to countries that are the subject of an adequacy decision by the European Commission, confirming that they provide an adequate level of data protection.
2. Transfers to United States organisations that participate in the EU–U.S. Data Privacy Framework.
3. The use of standard contractual clauses (SCCs) approved by the European Commission, combined with additional technical and organisational measures where necessary.
4. Other appropriate safeguards as required by law.

Where payment links are enabled, Stripe may process personal data (including verification data) in locations necessary to provide its services and comply with legal requirements. Stripe provides information on its international data transfer safeguards in its privacy documentation and contractual terms.

You may request further information about these safeguards, including a copy of the relevant transfer mechanism, by contacting our Data Protection Officer at privacy@ergonai.com.

7. Data Sharing and Disclosure

We do not sell your personal data. We only share it when it is necessary for the purposes described in this Privacy Policy, when required by law, or when you have given your consent.

The table below outlines with whom we may share your personal data, when we share it and why.

Recipient	When we share your data	Why we share your data
<p>Customers using the platform</p> <p><i><u>(Not Applicable for Pre-App)</u></i></p>	<p>When you respond to a work request, exchange messages through the chat or video call function, share your availability via the calendar, confirm a booking, or agree on tool/equipment rental</p>	<p>To enable customers to communicate with you, schedule appointments, request or confirm services, and make arrangements for tool or equipment rental</p>
<p>Payment and billing providers (Stripe)</p> <p><i><u>(Applicable only if payment links are enabled)</u></i></p>	<p>When you invoice for completed services, receive payouts, or when a booking involves commission handling by ErgonAI</p>	<p>To enable Stripe Connect onboarding and verification, process payments made via payment links, facilitate payouts to your bank account, and provide transaction records and receipts within the platform. ErgonAI does not create invoices for end customers; professionals remain responsible for their own invoicing and tax compliance. Stripe processes personal data in connection with payment processing, payouts and regulatory compliance. Depending on the activity, Stripe may act as an independent controller (for example when performing identity verification and meeting financial compliance obligations) and/or as a processor. Please review Stripe's privacy policy for more information on how Stripe processes personal data.</p>
<p>IT, hosting, and calendar management providers (Onsched, Supabase, Railway)</p>	<p>Automatically, when you use the platform and its scheduling tools</p>	<p>To securely host your profile and service listings, sync your calendar, and maintain availability information for bookings</p>
<p>Tool and equipment rental partners (if applicable)</p> <p><i><u>(Not Applicable for Pre-App)</u></i></p>	<p>When a customer books a service that includes hiring tools or extras through you</p>	<p>To arrange delivery or availability of the equipment, record rental details, and handle related payments</p>

Recipient	When we share your data	Why we share your data
Advertising and marketing partners (Meta, Google, TikTok, Apple, LinkedIn)	When we run targeted advertising campaigns, use analytics, or build marketing audiences that may include hashed contact details or usage data	To promote the platform, measure the effectiveness of advertising, and reach relevant audiences
Email marketing and campaign management providers (Mailchimp, Intuit, Onsched)	When we send communications, newsletters, or promotional offers to professionals or customers	To manage mailing lists, distribute communications, and monitor campaign performance
Analytics and performance monitoring providers (Posthog, Sentry)	When you interact with the platform or complete assignments	To measure response times, booking rates, ratings, monitor system errors and other performance indicators, which may influence visibility or perks
AI providers (OpenAI, Amazon Web Services – future)	When AI-based tools are used to generate advice, suggestions, or matching	To analyse service requests, provide guidance to users, and improve the accuracy of professional matching
SMS and communication providers (Twilio)	When we send SMS confirmations for registration or account verification	To confirm your phone number and secure your account
Customer support providers (Retool)	When you request assistance from our helpdesk	To respond to your questions, resolve technical issues, and support your use of the platform
Regulatory authorities and law enforcement	When required by applicable law or following a lawful request	To comply with legal obligations, respond to lawful investigations, or protect our rights and those of our users
Legal and professional advisers	When necessary to defend against claims or to enforce our terms	To obtain legal advice, manage disputes, and protect our business interests
Internal use within ErgonAI	Automatically, as part of platform operation	To analyse performance data, determine visibility in rankings, maintain the quality of the platform, and prepare internal or external presentations about the

Recipient	When we share your data	Why we share your data
		company, its performance, and the functioning of the platform

The providers listed above reflect the external systems currently used by ErgonAI. This list may change over time. We may replace these providers with equivalent or higher-standard providers offering the same or better levels of security and GDPR compliance. Where a change introduces a new category of processing or has a material impact on your personal data, we will update Annex 1 to this Privacy Policy and inform you where required.

All third parties processing personal data on our behalf are bound by written agreements to keep your data secure, to process it only for the specified purposes, and to act in accordance with applicable data protection laws.

Controller vs processors

For clarity, ErgonAI acts as the controller for the personal data it processes in operating the platform. This means that ErgonAI determines the purposes and means of processing. Third parties engaged by ErgonAI, such as hosting, payment, or communication providers, generally act as processors, processing personal data only on our instructions. In some cases, such as when advertising partners use their own tracking technologies, these third parties may act as independent controllers for the data they collect. Where this is the case, we ensure responsibilities are allocated in accordance with applicable law and we provide you with clear information on how to exercise your rights.

Roles and responsibilities of ErgonAI and professionals

ErgonAI acts as an independent controller for the personal data it processes in operating the platform. In principle, and in accordance with the ErgonAI General Terms and Conditions, all assignments facilitated via the platform must be performed and completed through the platform. If a service is carried out entirely outside the platform, whether or not the introduction between the professional and the customer occurred via the platform, or whether services were previously provided through the platform, ErgonAI will not be considered a data controller for any personal data processed in connection with that service, and the professional will bear full responsibility for compliance with applicable data protection law. In limited cases where the platform integrates third-party technologies that collect data upon loading, ErgonAI and the relevant third party may act as joint controllers for the initial collection of data, with responsibilities allocated in accordance with applicable law.

8. Rights of Data Subjects

You have several important rights under the GDPR and the Dutch UAVG, as described hereunder

1. Right to be informed

You have the right to know what personal data we collect, why we process it, who receives it, how long we retain it, and how we protect it. This Privacy Policy is intended to provide that information clearly and transparently.

2. Right of access

You may request a copy of the personal data we process about you, including details on our

processing activities and the recipients of your data. You can make such a request free of charge at any time.

3. **Right to rectification**

If any personal data we hold about you is inaccurate or incomplete, you may ask us to correct or update it promptly.

4. **Right to erasure (“right to be forgotten”)**

You may request deletion of your personal data under certain conditions, such as when it is no longer necessary for the purposes for which it was collected or when you withdraw your consent. We will also instruct our partners to delete your information where possible.

5. **Right to restriction of processing**

In some cases, you may ask us to limit how we process your data, for example while we verify its accuracy or if you have objected to certain uses

6. **Right to data portability**

Where possible, you can request to receive your personal data in a structured format, and have it transferred directly to another controller if technically feasible.

7. **Right to object/opt-out**

You may object/opt-out to our processing of your personal data when it is based on our legitimate interests. You may opt out of receiving marketing communications from us at any time by using the unsubscribe link in our emails or by contacting us at privacy@ergonai.com.

8. **Rights related to automated decision-making and profiling**

If our system uses automated decision-making or profiling, such as AI-assisted matching or ranking, and advisory guidance, you have the right to obtain human intervention or request an explanation of the logic involved.

When you exercise any of these rights, we will respond within one month. If your request is complex, we may extend this period by up to two additional months, provided we notify you without delay.

To make a request or ask any questions about your rights, you can contact our Data Protection Officer (DPO) at privacy@ergonai.com. If you are not satisfied with our response or believe your rights have been violated, you may lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

To protect your personal data, we may ask you to provide information that allows us to verify your identity before we act on your request. We will use any such information only for verification and will delete it shortly after the request is resolved.

9. Retention periods

In line with the GDPR and Dutch UAVG, we retain your personal data only for as long as necessary to fulfil the purposes stated in this Privacy Policy. Once the data is no longer needed, we either delete it securely or anonymise it, unless longer retention is required by law.

1. **Factors Considered When Setting Retention Periods**

- **Legal obligations**, such as tax, accounting, or billing laws requiring us to retain financial and transaction data for several years.

- **Operational needs**, including managing bookings, contracts, service delivery, and dispute resolution.
- **Data minimisation and accuracy**, ensuring that we do not keep outdated or excessive personal information.
- **Risk management**, mitigating the potential impact of retaining data for extended periods.

2. Examples of Retention Timelines (Provisional)

Data category	Retention period	Justification
Pre-App profile and participation data	Up to 1 year after termination of participation	To perform internal analysis, optimise onboarding processes, evaluate patterns, and prepare for the transition to the full platform
Financial and billing records (including invoices and assignment agreements) <i><u>(Applicable only if payment links are enabled)</u></i>	Up to 7 years	To comply with accounting, tax, and other legal obligations Verification and identity documentation provided directly to Stripe is retained by Stripe in accordance with its own retention policies and legal obligations. ErgonAI may retain only limited verification status information (e.g. approved/pending/rejected) to operate the payment link feature and provide support.
Contractual and booking data (including signed agreements and service history) <i><u>(Not Applicable for Pre-App)</u></i>	As long as required for legal or operational purposes, deleted no later than three years after service completion	To manage and evidence contractual relationships, handle disputes, and meet operational needs
Communication and messaging data (chat/content of assignments) <i><u>(Not Applicable for Pre-App)</u></i>	Up to 1 year, unless needed for dispute resolution	To coordinate services, provide support, and resolve disputes

Data category	Retention period	Justification
Profile and account data (including credentials and qualifications) <i>(Not Applicable for Pre-App)</i>	While the account remains active, and up to 5 years after deactivation (subject to your rights)	To maintain service history, enable account reactivation, and ensure compliance with applicable laws
Marketing and analytics data	No longer than necessary for performance evaluation, anonymisation, or removal	To measure and improve marketing effectiveness, and respect data minimisation principles

3. Retention Policy Documentation and Review

We maintain an internal retention schedule that specifies retention periods for each data category, with clear justification. This schedule is reviewed periodically and updated whenever legal requirements or platform needs change.

4. Automated Deletion and Anonymisation

Wherever feasible, we use automated systems to flag and purge data at the end of its retention period. If immediate deletion is not possible, data is anonymised so that it can no longer be linked to you.

5. Your Rights Remain Unaffected

Regardless of the retention timelines above, you retain all rights as described in the Rights of data subjects section. If you request erasure or data portability, we will take action at any time, unless otherwise legally required to retain it.

6. Contact for Retention Queries

If you have questions regarding our data retention practices, want a copy of our retention schedule, or wish to request earlier deletion of your data, please contact our Data Protection Officer at privacy@ergonai.com.

10. Automated decision-making and profiling *(Not Applicable for Pre-App)*

1. Use of automated decision-making and profiling

ErgonAI uses automated decision-making and profiling technologies, including artificial intelligence (AI), to enhance the efficiency, accuracy, and personalisation of the services provided through our platform. This includes generating advice for users on the type of professional they may require for a specific task, as well as offering guidance on how certain issues may be resolved independently before engaging a professional. Use of these AI tools does not require you to provide personal data; if you voluntarily choose to do so, you remain responsible for the information you provide.

2. How the process works

When a user describes a need or issue through the platform, our AI systems analyse the information provided (such as: text descriptions, uploaded images, location data, availability, and service categories) and compare it to historical data, service offerings, and performance indicators of professionals. This process allows the platform to:

1. Suggest a category of professional suitable for the described task.
2. Recommend one or more professionals whose services, skills, and availability best match the request.
3. Provide preliminary general guidance to the user on potential steps to address the issue themselves before booking a professional.

3. Data used and generated

The AI process may use personal data you provide directly (such as: service request details, profile data, availability), data generated through your activity on the platform (booking history, ratings, dispute records), and relevant contextual data (like location and required tools). The system may also generate outputs such as advice given to users, matching results, and ranking positions. These AI-generated outputs may be stored to improve matching accuracy, support dispute resolution and monitor system performance. Where possible, such data is anonymised when no longer linked to an active account.

4. Logic and criteria used

Matching and ranking rely on factors including service request details, profile information, skills, qualifications, location, ratings, availability, historical booking outcomes, completion rates, and tool/equipment availability. We regularly review and test these criteria to ensure accuracy.

5. Purpose limitation

AI-generated data is used solely for platform-related purposes, such as facilitating matches, improving algorithms, auditing outcomes, and ensuring quality. It is not used for unrelated purposes (like for external marketing) without a separate legal basis.

6. Significance and consequences

Automated decision-making and profiling may affect a professional's visibility in search results, the likelihood of being matched or recommended for a job, and the guidance presented to users. These processes may influence booking opportunities and platform exposure.

7. Human oversight

Automated decisions are not made in isolation. Human review and intervention are available upon request in cases where the outcome of an automated process significantly affects your ability to receive work through the platform or impacts your rights.

8. Your rights in relation to automated decision-making

Under the GDPR and UAVG, you have the right to request human intervention in decisions that are based solely on automated processing and have legal or similarly significant effects on you, to express your point of view and contest the outcome of such decisions, and to

obtain an explanation of the logic involved in the automated process. You can exercise this right as described in the section on Rights of data subjects.

9. Data Protection Impact Assessment

ErgonAI has conducted a Data Protection Impact Assessment (DPIA) for the AI-based matching and guidance functionalities described in this Privacy Policy, in order to assess potential risks and implement appropriate safeguards in line with the GDPR and UAVG.

11. Cookies and Tracking Technologies

1. Use of cookies and tracking technologies

At present, the ErgonAI application (the Pre-App and App) itself does not use cookies or tracking technologies for its core functionalities, such as login, availability management, chat, or profile display. These functions operate without tracking mechanisms inside the app.

Cookies, tracking pixels, web beacons, and similar technologies may however be applied in connection with external services and third-party providers (see Article 7). These may include marketing campaigns, newsletters, analytics, and advertising activities that take place outside the core application. Such technologies allow us to understand how our services are used, measure the effectiveness of our communications, personalise the user experience, and deliver relevant advertising through third parties.

2. Types of cookies we use

We use four main categories of cookies: strictly necessary cookies that allow fundamental platform features to work correctly, functional or preference cookies that remember your choices and settings, analytics or statistics cookies that help us understand how professionals and users engage with the platform, and marketing or advertising cookies that enable us to serve targeted messages or promotional content based on your interactions.

3. Consent and legal basis

Under the GDPR and the ePrivacy Directive, functional and analytical cookies require your informed and unambiguous consent before they are placed, whereas strictly necessary cookies do not. We provide granular cookie settings that let you choose which categories you agree to, and you can withdraw your consent or modify your preferences at any time, for example via the cookie banner or settings menu.

When we seek your consent for non-essential cookies, we present separate choices for each cookie category. You can accept all categories, select only some categories or refuse all non-essential cookies. Consent is obtained through an affirmative action and is never assumed or obtained through preselected options. You can withdraw consent at any time through the cookie settings.

4. Scope of privacy protections

Cookies and similar tracking technologies can collect data such as IP addresses, browser type, device information, browsing history on the platform and interactions with ads or

content. This information can be considered personal data under GDPR when it can directly or indirectly identify individuals, including through combination with other data points. Transparency about this processing is essential.

5. Third-party tracking and sharing

Some cookies are placed by third parties such as advertising networks, analytics platforms, or social media services used by ErgonAI (for example Meta, Google Analytics, TikTok or LinkedIn). These third parties may collect data for their own purposes. We require that any third party we work with meets GDPR standards and have contractual safeguards in place. Some third-party cookies may transfer your personal data outside the European Economic Area, such as in the United States. Where such transfers occur, we ensure they are protected by appropriate safeguards such as standard contractual clauses or an applicable adequacy decision. You may request more information by contacting us.

6. Management of consent

Consent is obtained through clear and accessible cookie banners at first access. You have the option to accept all non-essential cookies, to accept only selected categories, or to decline non-essential tracking altogether. Your choice is recorded securely and persistently. If legal requirements change or new categories of tracking are introduced, we will ask for renewed consent.

7. Retention of cookie data

We retain cookie data only for as long as it is necessary for the purpose for which it was placed. Once the data is no longer required for that purpose, it will be deleted or anonymised. Retention periods vary depending on the type of cookie and the reason for its use. Strictly necessary cookies are kept only for operational purposes, while functional, analytics, and marketing cookies are retained only for the time needed to fulfil their function or until you withdraw your consent. We regularly review our retention schedules and update them where necessary to remain compliant with applicable laws.

8. Your rights regarding cookies

You have the right to withdraw cookie consent at any time, to access how cookie data about you is processed, and to exercise all rights described in the Rights of data subjects section of this Privacy Policy. If you wish to disable all tracking outside of strictly necessary cookies, you may adjust settings through the cookie consent interface or your browser preferences.

9. Compliance and updates

We regularly audit our use of cookies and tracking technologies to ensure compliance with GDPR, the ePrivacy Directive, and guidance from regulators such as the Autoriteit Persoonsgegevens. Should regulations evolve or our tracking technologies change, we will update this section accordingly and inform users where necessary.

12. Data Security

1. Commitment to security

ErgonAI is committed to protecting the personal data of professionals and users by implementing appropriate technical and organisational measures that ensure a level of security appropriate to the risk, in accordance with the GDPR and the UAVG. These measures

are designed to maintain the confidentiality, integrity and availability of personal data at all times.

2. Technical security measures

We protect personal data using encryption in transit and, where appropriate, encryption at rest. The specific encryption standards used will be confirmed based on the technical configuration of our systems. Network security is reinforced through measures such as firewalls and intrusion detection or prevention systems. The precise technologies in place will be determined in line with the platform's operational requirements and industry standards. Moreover, in test environments, we only use fictitious or de-synchronised data, never real user data.

3. Organisational security measures

Access to personal data is limited to authorised personnel who require such access for the performance of their duties. Access controls are applied in accordance with the principle of least privilege, and may include role-based access and multi-factor authentication. All personnel with access to personal data receive training on data protection and security best practices. The exact configuration of these access controls will be confirmed internally.

4. Backups and recovery

We maintain secure backups of personal data to ensure business continuity and rapid restoration of availability in the event of a technical incident. Backups are encrypted and stored in secure environments. The retention period and storage locations for backups will be confirmed based on operational needs. These backups are encrypted and stored on servers located in Germany.

5. Incident detection and response

We have procedures in place to identify, investigate and respond to potential data breaches. Where a personal data breach is likely to result in a risk to the rights and freedoms of individuals, we will notify the Dutch Data Protection Authority within 72 hours, and where required, also inform the affected individuals without undue delay.

6. Third-party security requirements

All third-party service providers who process personal data on behalf of ErgonAI are contractually obliged to implement security measures that meet GDPR standards. This includes providers of communication, analytics, hosting and advertising services. We review the security measures of these providers on a regular basis, the frequency and scope of which will be determined in accordance with our internal compliance programme. Details of the specific providers engaged by ErgonAI are listed in Annex I, as referenced in Article 7.

7. Testing and risk management

We may perform periodic vulnerability assessments or penetration testing to evaluate the resilience of our systems. The frequency, scope and methodology of such testing will be decided based on our risk assessment processes.

8. Anonymisation and pseudonymisation

We apply anonymisation or pseudonymisation to reduce the risks associated with processing

personal data. The specific techniques used will depend on the nature of the data and the purposes for which it is processed.

9. Data protection by design and by default

We design and operate our systems in line with the principle of data protection by design and by default. This means that we implement measures to ensure that, by default, only the personal data necessary for each specific purpose are processed and that retention, access and disclosure are limited accordingly.

13. Third-Party Links

1. Scope of third-party links and integrations

The ErgonAI platform may contain links to websites, applications, or services operated by third parties. It may also integrate with third-party tools and services, such as payment processors, marketing platforms, and social media services, to enable or enhance certain functionalities.

2. No control over third-party processing

These third parties operate independently from ErgonAI and have their own privacy policies and terms of service. We have no control over, and are not responsible for, the content, security, or data processing practices of these third parties.

3. Data sharing in integrations

If you choose to use third-party integrations or access services through the platform, certain personal data may be shared with the relevant third party as necessary to perform the requested functionality. This may include, for example, sharing payment details with a payment provider or booking-related information with a tool that facilitates your service delivery.

4. Your responsibility

We encourage you to review the privacy policies of any third-party services you interact with through the platform to understand how they process your data. Your use of such services is at your own discretion and subject to the terms and privacy practices of the respective third party.

14. Changes to This Privacy Policy

1. Right to update and amend

ErgonAI may update or amend this Privacy Policy from time to time to reflect changes in our data processing activities, legal requirements, or operational needs.

2. Notification of changes

If we make material changes that significantly affect your rights or the way we process your personal data, we will inform you in advance by sending a notice via email or by posting a prominent notification on the platform before the changes take effect.

3. Review of updates

We encourage you to review this Privacy Policy periodically to stay informed about how we collect, use, and protect your personal data. Your continued use of the platform after the effective date of any changes constitutes your acceptance of the updated Privacy Policy.

4. Effective date

This Privacy Policy is effective as of the **15th of August 2025** and replaces any previous version applicable to professionals using the platform.

Annex I – List of Third-Party Providers

This annex provides an overview of the third-party providers currently used by ErgonAI to process personal data in connection with the services described in Article 7.

This list will be updated whenever ErgonAI changes or replaces third-party providers. Any replacement will always meet equivalent or higher standards of security and GDPR compliance.

Category	Provider(s)	Purpose / Role
Advertising & Marketing	Meta (Facebook, Instagram), Google Ads, TikTok Ads, Apple App Store Ads, LinkedIn Ads	Targeted campaigns, analytics, audience building
Email Marketing & Campaigns	Mailchimp, Intuit	Distribute newsletters, promotions, manage mailing lists
Payments & Financial Services	Stripe	Payment processing via payment links, Stripe Connect onboarding and verification (KYC), payout facilitation, and provision of payment receipts/transaction records
Calendar & Communication	Onsched, Tweleo	Calendar scheduling, email communication, SMS confirmation
Hosting, Authentication & Security	Supabase, Railway	Authentication, hosting, data security (anti-hacks)
Analytics & Monitoring	Posthog, Sentry	Usage analytics, click tracking, error monitoring
AI & Automation	OpenAI, Amazon Web Services (future)	AI-based suggestions, advisory guidance
Customer Service & Internal Tools	Retool, Bill and PR	Admin panel (support), internal software tools

Version 1.2025.08.15

Ergon AI B.V.
Pieter Breughelstraat 50,
4625 BH Bergen op Zoom, Netherlands
pro.ergonai.com

