

# Leveringsvoorwaarden

Updated 08/04/2025

## ESA ESTEC

Pedevilla International BV  
Barbara Strozilaan 201 1083 HN,  
Amsterdam  
KvK 76385159  
BTW NL860607616B01  
Food & Beverage Services

### Prices

**1.1** All prices listed are per person or per piece, including materials and VAT, unless specified otherwise. These prices are based on the restaurant's normal service hours.

**1.2** Prices may be adjusted depending on market prices. Once a year, in accordance with the agreed contractual indexing, prices may vary.

**1.3** The actual price charged is the price applicable at the time of preparation.

**1.4** The prices listed apply only to the locations at ESA ESTEC. For orders at other locations, additional staffing, transport, and/or material costs may apply.

### Questions?

We are pleased to assist you. You can always ask one of our employees for help or email us at: [Estec.Restaurant@esa.int](mailto:Estec.Restaurant@esa.int)

# Privacy Policy Twelve

Twelve B.V.

Twelve Sports & Hospitality B.V.

Twelve Events B.V.

Twelve Venues B.V.

Twelve Q B.V.

## **Who are we and what do we do?**

We are Twelve. Twelve consists of multiple entities, namely: Twelve B.V., Twelve Sports & Hospitality B.V., Twelve Events B.V., and Twelve Venues B.V. (hereinafter collectively referred to as Twelve, we/us, and our). At Twelve, we provide our customers with payment solutions, ensuring that they can offer their visitors the ultimate ease of payment (the Services). You can find more information about us and our Services on our Website: [www.twelve.eu](http://www.twelve.eu)

Twelve highly values the protection of your privacy and the security of your personal data. In this Privacy Policy, we explain what personal data we collect through our Website and Services. We also explain for what purposes we use personal data, how we secure it, and how long we store it. This Privacy Policy applies to the use of our Services (including KNIP) and our Website.

## **Privacy and the relevant legislation**

We will only process personal data in accordance with the General Data Protection Regulation (GDPR), which replaced various privacy laws in European member states as of May 25, 2018. We also comply with other relevant legislation regarding the protection of personal data, such as the Telecommunications Act for the use of cookies. Hereinafter, we will collectively refer to all the aforementioned legislation as the Relevant Legislation.

## Personal Data

In this Privacy Policy, the term "personal data" refers to any information that can directly or indirectly identify a person. This definition is in accordance with the Relevant Legislation. The definition is broad: under certain circumstances, even a dynamic IP address can be considered personal data.

## We are both a Data Controller and a Data Processor

### Twelve as a Data Processor:

We collect most personal data as part of our Services for our customers. Our customers determine the purpose and means of these processing activities. This means that they act as the Data Controller under the Relevant Legislation. Twelve only processes personal data according to the customer's written instructions and not for its own purposes. This means that, in this context, Twelve acts as a Data Processor under the Relevant Legislation.

### Twelve as a Data Controller:

Apart from processing data on behalf of our customers/clients, we also collect and process personal data for our own purposes. In this context, Twelve acts as a Data Controller. Further in this Privacy Policy, we explain which data we process as a Data Controller and as a Data Processor.

Which personal data do we process and for what purposes do we use them?

### Twelve as Data Controller:

We may process various types of personal data for our own purposes. Below, you will find the personal data that we collect for ourselves.

Data of our (potential) customers:

(Personal) Data	Purpose(s)
<b>Contact details of existing customers:</b> Name, email address, and phone number of the contact person.	We use this data to: <ul style="list-style-type: none"><li>– Address our customers correctly in our messages;</li><li>– Contact and maintain communication with our customers;</li><li>– Send newsletters (only if it concerns a paying customer who has not exercised the</li></ul>

	right to object or if we have obtained consent for this).
<b>Tax data of our customers:</b> Name and address of the customer, invoice details (delivered services, prices, VAT rates), and optionally a VAT identification number.	We use this data to: <ul style="list-style-type: none"> <li>– Issue invoices for our customers;</li> <li>– Include in our administration for the Tax Authority;</li> <li>– Provide services to our customers.</li> </ul>
<b>Bank details of our customers:</b> Account number, IBAN, and BIC.	We use this data so that we can process and administer our customers' payments.
<b>Data regarding previous services provided to our customers:</b> History of previously provided services to the customer.	We use this data to: <ul style="list-style-type: none"> <li>– Inventory which services have been used by customers;</li> <li>– Send newsletters about services that may be of interest to the customer, based on previously provided services to that specific customer.</li> </ul>
Contact details of potential customers via the contact form on the Website:  Name, organization name, email address, phone number, and any personal data included in the message.	We use this data to contact you based on your message.
Data when using our contact services:  Message content, technical information about the communication, and processed identity.	We use this data to: <ul style="list-style-type: none"> <li>• Evaluate the effectiveness and performance of our contact services;</li> <li>• Prevent unlawful use of our contact services;</li> <li>• Comply with our legal obligations.</li> </ul>

Data of our personnel:

<b>(Personal) Data</b>	<b>Purpose(s)</b>
<b>Personal data of our personnel:</b> Data in the employment contract, payroll administration, tax information, identification, photo, and personnel file.	We use this data, among other things, to execute the employment contract with the employee and to provide the necessary information to the Tax Authority.

Data of applicants:

<b>(Personal) Data</b>	<b>Purpose(s)</b>
<b>Contact details of the applicant:</b> First and last name, and email address.	We use this data to contact and maintain communication with the applicant.
<b>Application data of applicants:</b>  Data on the CV, in the cover letter, and possibly in the included video (such as qualifications, work experience, and education), as well as information on any limitations of the applicant that may prevent them from performing the job.	We use this data to assess which applicant is a suitable candidate to work at Twelve.
<b>Application procedure data:</b>  Notes from job interviews and (if applicable) results from assessments and other tests.	We use this data to assess which applicant is a suitable candidate to work at Twelve.

We may also collect non-personal data when you use our Website and/or Services, such as technical information about your computer or phone.

Twelve as a Processor:

Through our Services, we may process different types of personal data on behalf of our Customers. Below, you will find the personal data that we process for our customers.

**Data of our (potential) customers (Q-Pay and 12Order/12SO):**

<p>Subject and duration of the processing of personal data</p>	<p>The provision of products (hardware and software) and services aimed at correctly processing payments and registrations so that the customer can manage their administration as effectively and efficiently as possible. Registrations and payments are processed both at a Point of Sale (POS) and online. The software and hardware that enable this process are provided by Twelve. The service focuses on maintaining and managing the hardware and software of all POS devices, peripheral devices, and online solutions.</p> <p><b>Services provided:</b></p> <ul style="list-style-type: none"><li>• Point Of Sales systems (Questor / Q-Online / Management environment)<ul style="list-style-type: none"><li>◦ Hardware of the POS systems</li><li>◦ Software used on the POS systems</li><li>◦ Central Backoffice applications for tracking data (master data and sales transactions)</li></ul></li></ul> <p><b>Debit card payments (Q-Pay)</b></p>
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	<ul style="list-style-type: none"> <li>• Cloud solution that allows the end user to maintain a cash balance. The balance can be increased through a bank payment and used for payments at the cash register.</li> <li>• Used at specific locations in agreement with the customer.</li> </ul> <p><b>Order service (12Order/12SO)</b></p> <ul style="list-style-type: none"> <li>• Ordering of products/services by an individual user or department.</li> <li>• Payment via bank transfer or invoice (billed).</li> <li>• Used at specific locations in agreement with the customer.</li> </ul>
Nature and Purpose	<p>The personal data concerns physical individuals (data subjects) who:</p> <ul style="list-style-type: none"> <li>• Have a relationship with the Data Controller (for example, but not limited to: customers, members, visitors, leads, prospects, donors, guests, employees, consumers, citizens);</li> <li>• And/or have signed up for communication (Opt-in) from the Data Controller.</li> </ul> <p><b>The purposes are:</b></p> <ul style="list-style-type: none"> <li>• Execution of the (main) agreement between the Data Controller and the Processor. <ul style="list-style-type: none"> <li>○ <b>Point Of Sales</b> <ul style="list-style-type: none"> <li>■ Delivery of POS systems (hardware and software)</li> <li>■ Delivery of POS back office (software)</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>■ Annual maintenance of POS systems</li> <li>■ Software updates (POS and Central)</li> <li>■ Technical support for hardware and software</li> <li>○ <b>Q-Pay</b> <ul style="list-style-type: none"> <li>■ Hosting and maintenance of the solution (data, website)</li> </ul> </li> <li>○ <b>12Order/12SO</b> <ul style="list-style-type: none"> <li>■ Hosting and maintenance of the solution (data, website)</li> <li>■ Processing sales information into the POS back office</li> </ul> </li> </ul> <p>For the purpose of providing services to the customer, data of the customer's employees/visitors is stored to inform them about relevant matters. This includes marketing mailings, information about orders and payments, balance insights, communication about disruptions, and requests, for which personal data is required.</p>
The type of processed personal data	<ul style="list-style-type: none"> <li>● <b>Point of Sales</b> <ul style="list-style-type: none"> <li>○ Processed personal data: <ul style="list-style-type: none"> <li>■ Customer cost allocations (when services are billed to an account)</li> <li>■ Consumer name (when ID/Debit cards are used)</li> <li>■ Consumer company ID (when ID/Debit</li> </ul> </li> </ul> </li> </ul>



cards are used)

- **Q-Pay**

- Used at a specific location as agreed with the customer.
- Account created with consumer consent by accepting the terms and privacy policy.
- Processed personal data:
  - Name
  - Email address
  - Badge number
  - Bank account (if selected for automatic balance top-up)

- **12Order/12SO**

- Used at a specific location as agreed with the customer.
- Account created with consumer consent by accepting the terms and privacy policy.
- Processed personal data:
  - Name
  - Email address
  - Phone number

**Data stored for customer service purposes:**

- Unique references (e.g., customer number)
- Initials, first name, middle name, last name
- Company name, business entity, department
- Phone number(s)
- Email address
- Gender
- Job title
- Belgium: INSZ number (legally required)

Involved Parties	<ul style="list-style-type: none"> <li>• Consumers of the customer services by accepting the terms and privacy policy when the application (App) is installed and/or the personal account for the service is created.</li> <li>• Customer's personnel.</li> </ul>
Retention Period of Data	<ul style="list-style-type: none"> <li>• <b>30 days after the end of the contract period</b>, if the contract is not renewed and replaced by a new version.</li> <li>• Data is stored for at least the legally required tax period. If a customer explicitly requests the deletion of data, the data is anonymized to comply with retention obligations.</li> </ul>

Why are we allowed to process your personal data?

Twelve as Data Controller:

There are various legal bases under the Relevant Legislation that allow or require us to process personal data for our own purposes:

- **Performance of the contract:** Some data is necessary to execute the agreement with our customers, such as contact and invoicing details.
- **Legal obligation:** We are required to store certain data in our administration for the Tax Authority, such as invoice data and payroll records.
- **Legitimate interest:** We have a legitimate interest in processing other data, for example, processing job applicant data or sending newsletters to our customers.
- **Consent:** To send newsletters to individuals who are not existing customers, we require consent. You can provide this consent by signing up for our newsletter on our Website. You can withdraw your consent at any time via the unsubscribe link in each newsletter.

Twelve as Processor:

We process personal data on behalf of our customers based on their written instructions. All agreements regarding these processing activities have been established with our customers in a data processing agreement.

You provide your personal data to the customer on a voluntary basis. In some circumstances, not providing your personal data may result in limited or no access to certain products or services related to the use of KNIP.

How long do we retain personal data?

Twelve as Data Controller:

We retain personal data for as long as necessary for the purposes mentioned above. We adhere to the following retention periods:

- **Personal data in our administration for the Tax Authority** | We retain this data for **7 years**, unless we are legally required to keep it for a longer period.
- **Personal data of job applicants** | We retain this data **up to 4 weeks after the application process**, unless we have obtained the applicant's consent to keep the data for **one year**.
- **Personal data of our personnel** | We retain personal data in the personnel file for **2 years**, unless we are legally required to keep the data for a longer period.
- **Personal data of customers** | We retain this data for **up to 2 years** after the collaboration with the customer has ended, unless we are legally required to keep it for a longer period.
- **Other data** | We retain other personal data only as long as necessary for the intended purposes. We delete personal data as soon as it is no longer needed for the purposes for which we collected it.

Twelve as Processor:

We retain personal data on behalf of our customers for as long as we act as a Processor for the customer. After the collaboration ends, we delete the personal data from our systems. Our customers can also instruct us to delete the data earlier.

Do we share your personal data with others?

We use **"(Sub-)Processors"** to assist us with our Services. These Processors receive personal data from us, which they process on our behalf. For example, we use Processors for storing login credentials and handling user payments.

The Processors we engage for processing personal data include hosting, storage, and payment providers, transaction processors, token and card providers, and parties responsible for software and data maintenance.

These Processors must strictly follow our instructions. They are not allowed to use personal data for their own purposes. We ensure that all our Processors comply with the Relevant Legislation.

Apart from the above, we do not share your personal data with others unless we are legally required to do so.

#### Export of personal data outside the European Union

We may transfer personal data to parties outside the EU if one of our Processors is located outside the EU. The transfer of data outside the EU will always comply with the Relevant Legislation (Chapter 5 of the GDPR).

#### General aggregated (non-personal) data

We may convert your personal data into non-personal data. This means that the data will be fully and irreversibly anonymized and aggregated so that no identification can take place based on the data. We may share this aggregated data with business partners for analytical purposes, creating demographic profiles, and improving our services.

#### How do we protect personal data?

We protect all personal data that we process against unauthorized and unlawful access, modification, disclosure, use, and destruction. For example, we implement the following technical and organizational measures to safeguard personal data:

- We will **never** ask you for your password or PIN codes. If you suspect that your username, password, and/or PIN codes are no longer secure, we ask you to stop using your token, payment account, and account and to contact us immediately.
- When developing our software, we follow the **industry-standard OWASP security guidelines**.
- Our systems undergo **regular penetration tests** conducted by an external party.

- Communication with our systems is secured using **TLS 1.2 in combination with AES 256 encryption**.
- Passwords are **encrypted** when stored in our database.
- We perform **transaction log backups every ten minutes** and a **full backup weekly**. These backups are stored **offsite and encrypted**.
- Internally, employees have access to data only **through our web applications** and only within the **business unit they work for**.
- Employees are required to use **strong passwords**, enforced by our applications.
- **Test data is anonymized** per case before being synchronized to our test platform.
- **(Security) patches and updates** for third-party systems are implemented **monthly, weekly, or immediately after release**, depending on priority.

### Third-party websites

You may find **(hyper)links** on our Website that link to websites of **partners, suppliers, advertisers, sponsors, licensors, or other third parties**. We have **no control** over the content or links that appear on these websites and are **not responsible** for the practices of websites linked to or from our Website.

Additionally, these websites, including their content and links, may constantly change. These websites may have their own **privacy policies, terms of use, and customer policies**. Browsing and interacting on any other website, including those linked to or from our Website, is subject to the **terms and policies of that website**.

### Cookies

We use **cookies** on our Website and in our APP. A **cookie** is a small text file that can be placed on your **device** when you visit the Website or APP. This text file identifies your **browser and/or device**. When you revisit our Website or APP, the cookie ensures that our Website or APP recognizes your **browser or device**.

We use the following types of cookies:

- **Functional cookies:** These cookies are essential for the proper functioning of our Website and APP. They enable you to **navigate** our Website and APP and use their built-in functions.

Analytical or statistical cookies:

Analytical cookies are used to **assess the quality and effectiveness** of the Website and APP. For example, we can track **how many users visit the Website** and **which pages are viewed**. We use this information to **improve our Website, APP, and services**.

Tracking cookies:

Tracking cookies monitor the **click behavior and browsing activity** of our visitors. These cookies allow us to see **if and when you view your profile** and whether you click through to our Website or APP. We may use these cookies to **display advertisements based on your interests**.

If you do not want cookies to be sent to your device, you can change your **browser's cookie settings**. Please note that **some features or services** of our Website and APP may **not function properly or may be less effective** without cookies.

You can find more information about the cookies we use on our Website and APP in our **cookie statement**: <https://www.twelve.eu/privacy-policy/>.

## Changes to this Privacy Policy

We continuously strive to **improve our Website and Services**. As a result, we may update this Privacy Policy **from time to time**. We will **clearly notify** you on our Website and/or via **KNIP** about significant changes to this Privacy Policy.

## Your rights and our contact details

Twelve as Data Controller:

As outlined in the Relevant Legislation, you have the right to:

- **Request access to and/or a copy** of the personal data we process about you. Upon request, we can also **transfer this copy** to another data controller.
- **Request correction, modification, or deletion** of your personal data from our systems.
- **Request restriction of the processing** of your personal data.

- **Object to the processing** of your personal data.
- **File a complaint** with the **Data Protection Authority** if you believe that we are processing your personal data unlawfully.

Twelve as Processor:

If a request, as mentioned above, concerns processing where we act as a **Processor**, we will **forward your request to our customer**, who acts as the **Data Controller**.

You can always **view, modify, or delete** your data in your **KNIP account**. However, please note that if you delete or request deletion of your data, you may **no longer be able to use your Token, payment account, and/or account**.

#### Contact Information

If you have any **questions, comments, or concerns** about how we handle your personal data, please contact us using the details below:

TWELVE

**Twelve B.V. | Twelve Sports & Hospitality B.V. | Twelve Events B.V. | Twelve Venues B.V.**

**Address:** Herculesplein 313, 3584 AA Utrecht, Netherlands

**Phone:**

- 030 2767770 (General)
- 030 2767770 (Sports)
- 030 7601109 (Hospitality)
- 085 7606668 (Events)
- 030 2307818 (Stadiums)

**Email:** [info@twelve.eu](mailto:info@twelve.eu) | [compliance@twelve.eu](mailto:compliance@twelve.eu)

**Chamber of Commerce (KvK) Number:** 62394134

**VAT Number:** NL854800827B01

# Disclaimer

Pedevilla International BV vindt uw privacy belangrijk. Deze Privacy Statement heeft betrekking op de informatie verzameld door de websites van Pedevilla International BV (of andere hieraan gelinkte websites) gedurende uw bezoek op onze site. Door uw persoonsgegevens op te geven op onze website, gaat u ermee akkoord dat wij die gegevens in overeenstemming met deze Privacy Statement gebruiken. Cookies Pedevilla International BV kan gebruik maken van cookies, een eenvoudig klein bestand dat op de harde schijf van uw computer wordt opgeslagen wanneer u Pedevilla International BV-gerelateerde websites bezoekt. Wij gebruiken cookies om onze kennis over het gebruik van onze site te verbeteren, en om ons te helpen inzien in welke mate onze site gebruikt wordt. Wij gebruiken deze cookies niet om individuele bezoekers van onze site te volgen, tenzij de bezoeker hier expliciet toestemming voor geeft.

Het soort informatie dat wij verzamelen met behulp van cookies is specifiek voor uw PC en bevat geen persoonsgegevens. We verzamelen informatie zoals het IP adres, de datum en tijd van uw bezoek naar de website, welke pagina's u bezocht heeft en of deze pagina's snel en succesvol aan u zijn getoond. Met deze informatie kunnen wij onze website verbeteren en u een betere online ervaring aanbieden.

Het gebruik van cookies is tegenwoordig standaard voor de meeste websites, maar als u geen prijs stelt op het gebruik van cookies, kunt u uw browser zo instellen dat u geen cookies ontvangt. U wordt verzocht uw browser's helpschermen of instructies hiervoor te raadplegen. Indien u de cookies blokkeert zou het kunnen dat u sommige functies van de website niet kunt gebruiken.

**Persoonlijke informatie** Wij verzamelen alleen persoonsgegevens (zoals naam, adres en telefoonnummer) die uitdrukkelijk en vrijwillig zijn opgegeven door personen die onze website bezoeken. U kunt uw persoonsgegevens opgeven om informatie of diensten aan te vragen, om bestellingen te doen of om u aan te melden voor bepaalde gedeeltes van de website. Wanneer u dergelijke gegevens opgeeft, zullen wij deze alleen gebruiken voor het doel waarvoor u deze hebt opgegeven.

Daarnaast kunnen wij dergelijke informatie ook gebruiken voor notificatiedoeleinden, om problemen met diensten aan u verleend te kunnen oplossen, bestellingen en andere zaken door u ingediend te kunnen verwerken, onze verplichtingen ten aanzien van elke

afpraak die u met ons heeft te kunnen nagaan danwel uit te voeren en door u gestelde vragen of gemaakte opmerkingen te kunnen beantwoorden. Ons beleid is om persoonsgegevens niet aan derden te verstrekken, tenzij wij daartoe verplicht zijn op grond van de wet of een rechterlijke uitspraak of u ons daar zelf uitdrukkelijk om heeft verzocht. Wij realiseren ons dat uw persoonsgegevens waardevol zijn en nemen alle redelijke maatregelen om ze te beschermen.

Andere sites bezoeken Dit beleid heeft betrekking op de <https://qpay.quarto.nl/Portal/Account/Login/105-website>. Wij kunnen niet verantwoordelijk



gehouden worden voor het privacy beleid of privacy handelingen van andere websites, zelfs niet indien: • U deze externe website heeft bereikt door middel van het volgen van links op onze website; • U onze website heeft bereikt door middel van het volgen van een link van een externe website. Wij raden u aan om het privacy beleid van elke site die u bezoekt te raadplegen en contact op te nemen met de eigenaar van de betreffende website met vragen of opmerkingen hieromtrent.

Pedevilla International BV behoudt zich het recht voor om deze Privacy Statement van tijd tot tijd te wijzigen. Controleer daarom regelmatig dit gedeelte van de website.