

KPN and your privacy, a question of care!

More and more means of communicating with other people are becoming available. In addition to the telephone, you can also communicate by e-mail, instant messaging or VOIP.

KPN believes that it is important to ensure that communicating in this new world remains simple and reliable for you. This also applies to the way we handle your personal and telecommunication traffic data. After all, this data forms the basis of our service to you when you call, fax, e-mail or use the Internet.

We treat your data with great care, safeguard telephone confidentiality and ensure that your data is processed in accordance with the laws and regulations applicable to the protection of your personal privacy, in particular the Personal Data Protection Act and the Telecommunications Act. KPN has combined into a single document – the KPN "privacy statement" – the reasons for processing your data. This statement applies to all our customers who purchase fixed-line telephony, mobile telephony, Internet or TV from KPN or KPN subsidiaries¹. For other services, KPN may declare this statement applicable separately.

This statement will be modified if new developments so necessitate.

For what purposes does KPN use your data?

Because of the nature of our services, we at KPN have some of your data at our disposal. Below you can find information on the purposes for which KPN processes this data. We also give you information on the decisions you yourself can make about the use of your data. For clarity's sake we make a distinction between your "personal data" and your "telecommunication traffic data".

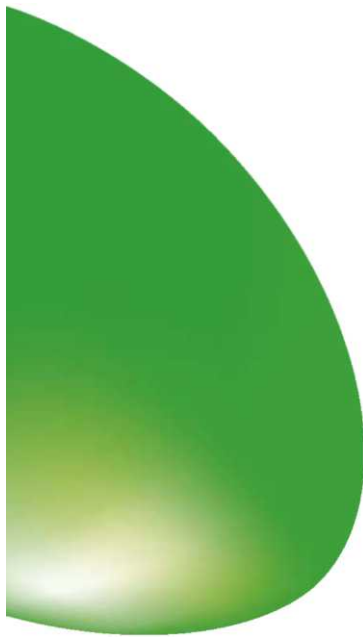
Personal data

We process personal data (such as name, address, place of residence, e-mail address, telephone number, services purchased and main invoicing data) for the following purposes:

- a. Making the service technically possible, including establishing connections.

¹ These are all the direct and indirect Dutch subsidiaries of Koninklijke KPN N.V. in which it holds more than 50% of the shares or in which it has the decisive vote in the daily management of the subsidiary in another way, Telfort B.V. and XS4ALL Holding B.V. excepted.





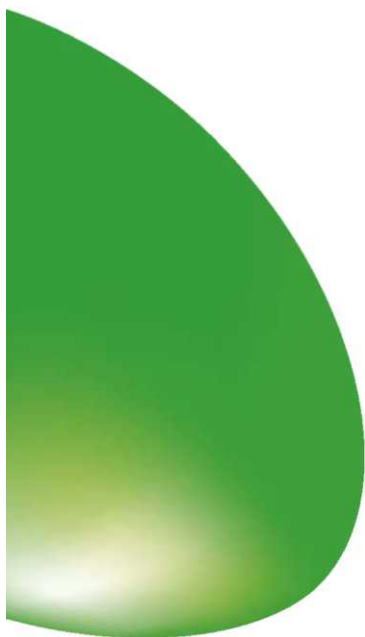
- b. Accepting your request for a subscription to a KPN service, for which we need copies of documents such as your identity card or residence permit (including the passport photo on it).
- c. Managing the relationship between you and KPN, including all the activities relating to the preparation and execution of the contract concluded with you, such as requesting bills, dealing with complaints, repairing faults and giving advice.
- d. The billing process, including drawing up and printing out a bill, collection, fraud prevention and fraud investigation, expensive call monitoring and interconnection payments.
- e. Network management, including network planning, network architecture and fraud detection.
- f. Responsible business operation, including security, risk management, integrity investigation, dealing with unwanted calls, expanding and improving the services provided.
- g. Complying with statutory obligations, such as the mandatory storage of your personal data for a specific period prescribed by law, the provision of such data to competent authorities in the context of a criminal investigation and – if you so request – supplying data to other providers in order for a called number not to be displayed on the bill.
- h. Publication in electronic and other directories and offers of subscriber information services.
- i. Carrying out market research and marketing and sales activities (even after the contract has been terminated) for the benefit of the provision of services and the sale of KPN products and services.
- j. Provision to third parties for direct marketing purposes, as long as you have informed KPN in the context of the service in question.
- k. Making automatic telephone calls to your telephone number (voice broadcasts) with offers of KPN products and services.
- l. Sending you electronic messages with offers of or information on KPN products and services (such as SMS, e-mail and IM messages).

Telecommunication traffic data

We process your telecommunication traffic data (such as the time and duration of the use of a connection, surfing habits, viewing habits, IP addresses and URLs) for the following purposes:

- a. Preparing bills.
- b. Telecommunication traffic management.





- c. Dealing with requests from you for information about your own connection.
- d. Detecting fraud.
- e. Complying with statutory obligations, including cooperating in legally imposed phone tapping and in the context of a criminal investigation and the mandatory storage of your telecommunication traffic data for a specific period prescribed by law.
- f. Carrying out market research and marketing and sales activities, even after the contract has been terminated, for KPN products and services, provided that you have given your permission.
- g. Compiling viewing and usage profiles for market research and sales activities for KPN products and services and third-party electronic communication services, provided that you have given your permission. In this context, viewing and usage profiles may also be supplied to third parties.
- h. Showing you personalized advertisements, provided that you have given your permission.
- i. Supplying added-value services, provided that you have given your permission (as the contractor or as the actual user).

Location data

We may process any data about your location (the place where a mobile connection is used) that is not necessary for bringing about the communication, for the following purposes:

- a. Complying with statutory obligations, including cooperating in legally imposed phone tapping and in the context of a criminal investigation.
- b. Supplying added-value services, such as a telecommunication traffic or other information service, provided that you have given your permission and have not temporarily withheld such permission from KPN at any time.

How long does KPN keep your data?

We keep your data no longer than is legally permitted and necessary for achieving the purposes for which the data is being processed. In the case of the mandatory storage of personal and telecommunication traffic data, we keep your data for no longer than the period prescribed by law.





Security of your data

KPN make sure that appropriate organizational, technical and physical security is in place for the systems in which we store your data. In this way we ensure that your data is accessible only to persons who are so authorized by virtue of their job and that the data is used exclusively for the purposes for which it was obtained and for compatible purposes.

What does this mean for you as a customer?

Right to inspect your personal data

As a customer you have the right to inspect your personal data. This means that you may ask which of your personal data has been recorded and for what purposes that data is used. You can submit your request by letter, stating your name, address, fixed-line and/or mobile telephone number and a copy of a valid identity document. KPN may charge you a maximum of €4.50 for administration. You will then receive a written response within four weeks.

Right to correct your personal data

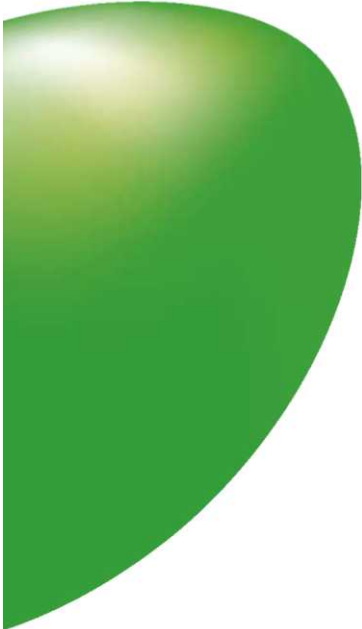
As a customer you have the right to have your personal data corrected. You can contact your KPN customer service department for this.

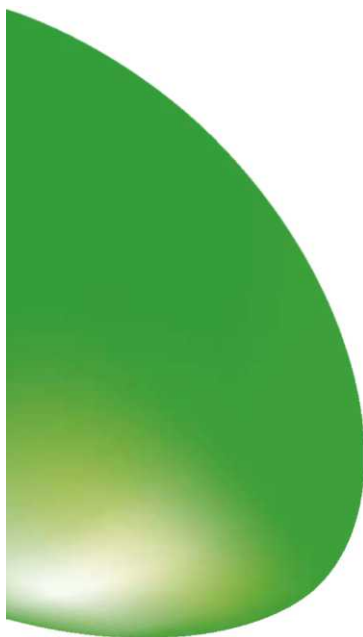
Right of objection to the use of your data

As a customer of KPN, the law allows you several ways of objecting to the further use of your data. Even if you gave permission at an earlier stage, you can still object to the use of your data.

You can object free of charge to the use of your **personal data** if such personal data is being used for purposes other than those that are necessary for the performance of a contract or for complying with a statutory obligation. For example, you may object to the use of your data for direct marketing purposes.

You can object free of charge to the use of your **telecommunication traffic data** if your telecommunication traffic data is being used for market research and sales activities relating to electronic communication services and if your telecommunication traffic data is being used for supplying added-value services. (We would like to point out that, in the latter case, you will no longer be able to make use of the added-value services).





Entry in the telephone directory and the subscriber information service

On the application form you were able to state whether your name, address, place of residence and fixed-line or mobile telephone number should be included in the telephone directory or the subscriber information service.

If you wish your data to be changed, shown in or removed from the relevant files, this can be done. You need to contact your KPN customer service department for this.

If you have registered for Mijn KPN on www.kpn.com, you can enter data in these files, change it or remove it yourself. To do so, you have to go to "Instellingen" and then to "Uw persoonlijke gegevens" in Mijn KPN.

If you stated, when applying for or relocating a telephone, that your telephone number is to be entered in the telephone directory and can be obtained from Inlichtingen Nederland (Directory Assistance), KPN is legally obliged to provide such data to other publishers of telephone directories and to Inlichtingen Nederland. Consequently, this data is "public".

However, you can choose for a number not to be "listed". This means that the telephone number is not published in the telephone directory and cannot be obtained from Inlichtingen Nederland.

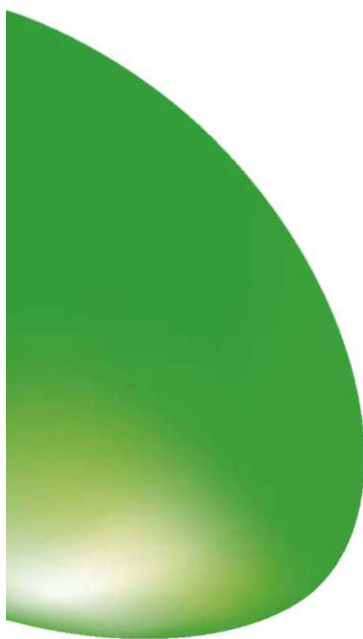
The name, address and place of residence data corresponding to the unlisted number are supplied to third parties for direct marketing purposes (the number itself is of course not divulged). If you don't want this, you can write to KPN, mentioning "wet bescherming persoonsgegevens" (Personal Data Protection Act). In that case, start your message with "I object to my information being supplied for direct marketing purposes" and end with your name, address and place of residence data, your telephone number and your signature.

You can also opt not to have the number listed in the directory but allow it to be given out by the KPN subscriber information service. The advantage of this is that your telephone number can only be requested by people who know your name, address and place of residence.

Caller identification and emergency number 112

It is KPN's standard practice to pass on your number to the called connection. This means that your number is visible on the display of the person you are calling as long as that person also has caller identification (an unlisted number is always displayed as well!).





Similarly, you can also see who is calling you before you pick up, or who has called you while you were out. If you switch over your fixed-line or mobile device to an acquaintance via *21, the number of the person you are calling appears on the display of your acquaintance.

If you don't want your fixed-line telephone number to be visible to others, you can block your number display for each call, on a one-off basis. You can do this by keying number *31* or, in the case of a rotary-dial phone, by dialing 131. If you wish to have your number display blocked permanently, you can ask KPN customer service to do so, both for a fixed-line and for a mobile connection.

If you have registered at Mijn KPN on www.kpn.com, you can yourself block your caller identification display permanently. You do so by going to "Instellingen" on Mijn KPN and then to "Uw persoonlijke gegevens".

As required by law, your telephone number is always displayed when you call the emergency number 112, even if you have had your caller identification blocked.

Itemized billing

Itemized billing means that the telephone number of the connection you have called is specified on the bill of the connection that made the call, unless it has been agreed with the subscriber of the dialed connection that his telephone number is not to be displayed on the bill of other customers. By law, this is done by making the last four figures of the number illegible. You can ask for this service, known as "b-number-shielding", from your KPN customer service department.

Nuisance calls

If you are continually receiving annoying or malicious calls and you don't know who is making them, you can contact KPN customer service. They will discuss with you the ways of stopping the nuisance. If the identity of the caller is known to KPN, KPN will inform that person, in writing or otherwise, that you regard this as a nuisance and insist that the person stop making such calls. If this doesn't help, you can ask KPN, as a last resort, to give you the telephone number, name and address of the caller. That caller will then be informed that his/her details have been passed on to you.



Cookies

Using temporary or permanent "cookies" is one of the methods adopted by websites to allow them to work better and to align themselves to the preferences of users. Cookies are small text files that are placed automatically by the website in question on the visitor's computer. They may for example record the preferences of a visitor so that at the time of the next visit the website adapts itself automatically to those preferences.

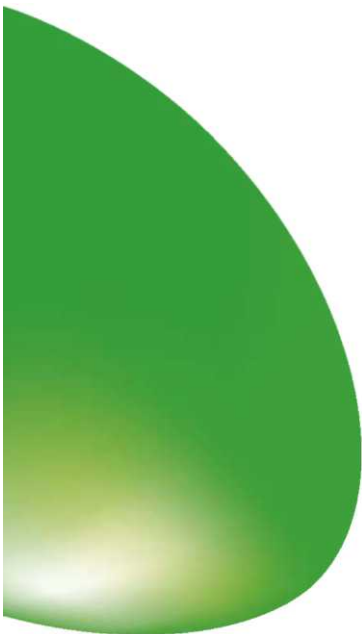
Virtually all leading websites make use of cookies to optimize internet traffic. As cookies contain data on visitor numbers and pages visited, they provide KPN with information about areas of popular interest. This information is used to optimize the services provided by KPN on the internet. Most browsers are set to accept cookies. However, you can also set your browser so that cookies are refused or you are warned when cookies are sent. You can also remove cookies stored on your computer at any time. You can consult the directions for using your browser to get more information.

Currently, www.kpn.com uses a temporary cookie only when you register on Mijn KPN. This prevents a request for your password being made each time you load a new page during your visit. Once the browser is closed, the temporary cookie is removed. When you log into Mijn KPN you can select the option to remember your user name. In that case, KPN places a permanent cookie on your computer. Your browser will offer you the opportunity to remove the cookie each time you visit the website.

E-mail, chat, news

Privacy of correspondence applies also to electronic mail. This means that KPN will not read your e-mail messages. In order to maintain the servers that provide the mail traffic it is necessary for a small number of KPN employees, the administrators, to have access to these servers. They are not permitted to read e-mail messages.

On the chat server, only consumption data is recorded. KPN does not read the content of the messages.



On the news server of Het Net, only consumption data is recorded. KPN does not make a record of the newsgroups to which you are subscribed, nor of the messages you post. You should bear in mind that messages you post in a newsgroup may be read for years to come. You cannot remove them. To prevent unwanted e-mail (spam and junk mail), you would be well advised to use a different e-mail address for postings.

Contact data for privacy issues

Your customer service for fixed-line telephony, internet and TV:
0900 - 0244

Your customer service for mobile telephony:
(0)1200 or 06-12001200

Postal Address	Telephone number	Internet	Your request
KPN Klantenreacties Postbus 3000 2500 GA Den Haag			Right of inspection
	0900-0244		Right of correction
KPN Postbus 2547 3500 GM Utrecht (write "WBP" on the envelope)			Right to object to use of data for DM purposes
	0900-0244	Via www.kpn.com	Blocked number display / B-number-shielding
	(0)1200 or 06-12001200		Blocked number display / B-number-shielding (mobile telephony)
	0900-0244 If you are having nuisance calls, the initial contact is through the entry point for telephone customer service		Nuisance calls

