

Royal KPN N.V. shareholder privacy notice

1. What is the purpose of this notice?

Royal KPN N.V. is committed to protect the privacy of your personal data. This privacy notice describes how we process personal data of the shareholders of Royal KPN. N.V. in the context of the (virtual) general meeting of shareholders, in accordance with the General Data Protection Regulation (GDPR). Further information on data protection is available at Royal KPN's website through the following hyperlink: <https://www.kpn.com/algemeen/missie-en-privacy-statement/privacy-statement.htm>

2. Who is responsible for the data processing?

The party responsible for collecting and processing of your data for the purposes explained in this privacy notice is Royal KPN N.V., Wilhelminakade 123, Rotterdam, the Netherlands.

The data protection officer of Royal KPN N.V. can be reached by mail at the following address privacyofficer@kpn.com.

ABN AMRO bank has been engaged as trusted third party in the context of the (virtual) general meeting of shareholders of Royal KPN N.V. and is responsible for the online registration and authentication of the shareholders who wish to attend the general meeting of shareholders held by Royal KPN N.V. The privacy policy of ABN AMRO is applicable to such registration and subsequent processing of your personal data.

3. What personal data we process in the context of the (virtual) general meeting of shareholders?

We process name, address, email address, mobile telephone number, number of the securities account, registration number of the certificate of deposit and the number of shares of shareholders who have registered for the (virtual) general meeting of shareholders.

4. For what purpose and on what legal grounds do we process your personal data?

We use your personal data for the purposes set out in Book 2 of the Dutch Civil Code. These purposes are, in particular, the communication with and identification of you as a shareholder and the matters concerning the (virtual) general meetings of shareholders such as the technical aspects of holding the annual general meeting.

In addition, we may also process your personal data to fulfil other legal obligations, for example, regulatory requirements, as well as stock exchange, commercial and tax legislation retention requirements.

We collect and process your personal data in compliance with the GDPR and all other relevant data protection provisions. The legal basis for processing your personal data is (Book 2 of) the Dutch Civil Code in conjunction with article 6 (1) (c) GDPR.

5. From whom do we obtain your personal data?

ABN AMRO provides us with the relevant personal data required to register shareholders and to organise the (virtual) General Meeting of Shareholders.

6. What categories of recipients do we share your personal data with?

- Third party suppliers and service providers: we use a number of external service providers for the technical handling of shareholders' meetings. External service providers who process personal data on our behalf are contractually bound as data processors in accordance with article 28 (3) GDPR.
- Other recipients: your personal data will only be shared with third parties if we are legally obliged to do so, for example with government bodies, public authorities, regulatory agencies and pursuant to court rules and orders.

7. For how long will your data remained stored?

We will process your personal data for as long as it is needed in the context of the general meeting of shareholders of Royal KPN N.V. and for as long as is necessary to comply with our obligations under applicable laws and, if relevant, to deal with any claim or dispute that might arise in connection with your shareholding. We will delete your personal data as soon as it is no longer necessary for the purposes mentioned above.

8. Do we transfer your personal data to countries outside the European Economic Area (EEA)?

We do not transfer your personal data to countries outside the EEA.

9. What are your rights as a data subject?

By law you have, under certain circumstances, several privacy rights. For instance you may file a request for information and access to your personal data processed by KPN. And you may request correction of the data if this is not correct. You may also ask us to delete your data in certain circumstances, or ask for a transfer or restriction of processing of these data. You may also file a complaint against processing of your personal data.

You can exercise these rights free of charge by writing an email to privacyoffice@kpn.com.

10. How to make a complaint about the processing of your personal data?

You can reach the Data Protection Officer of Royal KPN N.V. by writing an email to privacyofficer@kpn.com. You also have the right to lodge a complaint with the Dutch Supervisory Authority, for more information go to <https://www.autoriteitpersoonsgegevens.nl>