

Answers to the most important questions

Are there any other organisations that are affected by the data breach, apart from PME?

A software supplier of a market research company that we use has been hit by a digital attack. You may have heard about this on the news. Chances are that personal data have ended up in the wrong hands. This breach not only affects PME, but various other organisations as well. We are in the process of identifying the consequences of the incident. We are also investigating how we can limit any inconvenience for you.

What organisations with which PME works can access my data?

For our pension administration, we work closely together with a pension administration company that also works for several other pension funds. This company has access to your pension details. These are needed to record your pension accrual, pay out your pension and inform you about your pension. To this end, the pension administration company works together with other parties. All these parties have mutual arrangements in place with respect to data protection. These arrangements are set out in what is known as a processing agreement.

PME also works together with research firms, which in turn work with a software company to perform their research. Research into the needs and opinions of our participants is important to PME. Want to know more about how we use your details? Then read the privacy statement on our website:

www.pmepensioen.nl/privacy-statement.

What group of people is affected?

The data breach affects persons from the groups of current participants, deferred participants and pensioners of PME. But definitely not everyone.

Is it possible that *personal data about me* have been breached?

If your data may have been breached, we will inform you personally.

If your data may have been breached and we have your email address, we will notify you by email on 30 March 2023. Early next week, everyone who may have been affected by the data breach will receive a letter from us. This letter will explain what specific data may be involved.

Is it possible that *personal data about my employees* have been breached?

In that case, you as employer will receive an email from us. We will inform the affected employees by email and/or a letter.

Which *personal data about me* may have been breached?

If your data may have been breached, we will let you know in a personal letter which data this involves. This could include:

- Surname
- Telephone number
- Gender
- Age
- Income data from people still accruing pension

Good to know: other important details, such as your bank account number, citizen service number (BSN), home address and email address were not shared with the research firm and are therefore not breached.

How did this happen?

In March 2023, PME conducted a telephone survey among pension participants. The aim was to supplement the results of a previous survey.

To conduct these surveys, we work together with a research firm. A software supplier engaged through this firm has been hit by a digital attack. To conduct the survey, that software supplier needed access to PME's data file.

Can PME share my data just like that?

There are several grounds on which personal data of our participants may be processed by other parties. These include, for example, a legal requirement, an agreement and/or a legitimate interest. As a result, in many cases PME does not need to ask permission when processing data. This is also true in the case of this data breach. PME researches the risk preferences of its participants. This within the framework of the new pensions act (*Wet toekomst pensioenen*) and for a careful implementation of the pension scheme. Because this requires specialized (research) knowledge and applications, the personal data were processed by a third party.

Why were income data also shared?

For the study in question, these data were needed to give respondents an idea of their expected pension. We also included people from different income categories to ensure a representative survey group.

What does PME recommend that I do?

Please be aware of any so-called phishing messages or suspicious telephone calls you may receive. They are intended to get more information from and about you or even have you make a payment. They often use personal information so that they may appear familiar and you think you can trust them. We would like to urge you to be extra alert. If you don't trust a call or message, hang up the phone, click away, and never share personal data.

PME will never try to get in touch with you by WhatsApp or text message. PME will never ask you for a password. And PME will never ask you via WhatsApp or text message to make a payment.

Report phishing and any other fraudulent activity to us so that we can take further action.

You can also find information on this topic at mijn.overheid.nl/veiligheid.

Worried about what might happen to your data? If so, please see this government website: www.rvig.nl/centraal-meldpunt-identiteitsfraude/melding-doen-bij-het-cmi.

Should I be concerned about identity fraud?

At this time, there are no specific indications that unauthorized persons have actually accessed or stolen your data. The data in question are not directly suitable for this. However, it is important to remain vigilant. Do you suspect that your identity or data are being misused? Report this to the government immediately at www.rvig.nl/centraal-meldpunt-identiteitsfraude/melding-doen-bij-het-cmi.

What is PME doing to prevent this from happening again?

PME works together with a renowned cyber security company. We also regularly conduct drills and checks of our procedures and IT infrastructure. In addition, we agree on arrangements with all partners with which we work about how to handle privacy-sensitive information. These arrangements are laid down in writing. They meet all statutory requirements from regulatory authorities.

PME evaluates all procedures and arrangements concerning IT security, data security and data streams. To this end, we work with privacy and compliance specialists and our cyber security partner. If necessary, we tighten up our procedures.

Has PME reported the data breach?

On 28 March 2023, we reported the incident to our financial regulator, De Nederlandsche Bank. This was the same day on which we ourselves were informed about the data breach. The Dutch Data Protection Authority has also been informed.

What risks do I run?

That is difficult to say. Moreover, there are no concrete indications yet that unauthorised parties have actually accessed or stolen your data.

Who has my data right now?

We do not know. There are no concrete indications that unauthorised parties have actually accessed or stolen your data.