Norms and Values

What are they?
In this chapter we examine all the topics related to the norms and values of TNO and with the norms and values that TNO expects of you as employee. Here you will find references to the TNO code, the TNO Whistleblower Regulation and the integrity complaints centre and how you should handle press contacts.
We also examine Undesired Manners and the confidential advisors within TNO that you can go to, the Complaints Regulation and the rules that govern it as well as the rules relating to using and managing means of communication within TNO.

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**What is it?**
The TNO code indicates what we as TNO stand for and is a guideline for employees and executives. It is also a document that may have legal consequences for you as employee. On the basis of this document you may be called to account, judged and, in special cases, sanctioned on the basis of or due to your actions. Through this code TNO shows that it imposes norms on itself and its employees and is, in all reasonableness, thereby accountable.
**Integrity platform**
version 1.0 / 1 July 2016

**What is it?**
The **integrity platform** offers a learning environment to help understand the TNO code, with examples, explanations about the people and bodies that are active in the organisation of integrity, and their tasks. A dilemma bank has been established that contains TNO dilemmas and how to deal with them. The TNO code has been made more easily accessible so that you can just click on and go to the chapter you are looking for.
Regulations governing the suspicion of wrongdoing
TNO
version 2.1 / 15 May 2019

What is it?
TNO has an internal Regulations governing the suspicion of wrongdoing TNO whereby if you suspect any wrongdoings or irregularities within TNO, after having taken various steps, you can report to the Integrity Committee without having to be called to account for such if you are acting in good faith. The regulation is not intended for your personal complaints about your work, work relationships, working conditions and legal position. The Individual Complaints Regulation covers these matters.

To enable matters in the context of the Whistleblower Regulation to be more easily reported, an email address is available for you to send a report: meldpuntintegriteit@tno.nl. This email address will be managed by the Integrity Officer/Central Confidential Advisor of TNO.
Participating in deliveries
version 1.0 / 1 July 2016

You may not participate for yourself in contracts or deliveries to TNO. In special cases articles in stock may be delivered to employees for their own use under the pertinent terms and conditions.

You may not demand, request or accept any fees, remunerations, gifts or pledges that are intended for you unless TNO has given you permission to do so.

See also the TNO code.
Undesired manners
version 1.0 / 1 July 2016

What is it?
Undesired manner:
Every utterance that does not show respect for the other. Undesired manners include sexual intimidation, aggression and violence, pestering, discrimination or other intimidating, humiliating or threatening behaviour, not only towards outsiders.

Sexual intimidation:
Undesired sexually tainted attention that is expressed through verbal, physical or non-verbal behaviour, undesired sexual advances, requests for sexual favours or other behaviour that you, regardless of your gender or sexual preference, is experienced as undesired. Sexually intimidating behaviour may be both intended and unintended.

Aggression, violence, pestering:
Incidents whereby you are physically or mentally pestered, threatened or attacked or whereby behaviour or decisions are negligent and psychological or physical abuse can be constituted, whether intended or unintended.

‘Pестering’ is considered to be the constant enduring and systematic humiliating, intimidating or hostile behaviour towards the same person (or persons) who is (are) unable to effectively stand up to this. Many common forms of pestering are social isolation, making work unpleasant or impossible to do, comments about an individual’s private life, gossip, insulting or deriding people.

Discrimination:
Action based on creed, convictions, sexual disposition, race, gender, skin colour or appearance that are experienced as undesired or unwanted. Discrimination may also be intended or unintended.

TNO tolerates no undesired manners by or towards employees of TNO, including temporary staff, internees, PhDs or others that work for TNO. The aim of this regulation is to prevent or resist manners that an employee experiences as undesired.

Undesired manners may appear rather innocent, such as a joke about someone’s appearance, but such a comment, certainly when heard on a regular basis, can make on very unhappy and even ill. The same is true of other forms of undesired behaviour. It is often difficult for those affected to put an end to this themselves.

What can you do?
Of course, in the first instance you can best consult your own manager or HR Business Partner. But if you would rather not, you can contact the confidential advisor or submit a complaint (see below). TNO will ensure that you, as the victim, will not be disadvantaged in your job by consulting a confidential advisor or submitting a complaint.
You can consult a confidential advisor for advice and support in undesired manners, business integrity, scientific integrity and conscientious objection (see also the Integrity platform).

The confidential advisor will initially listen to what you have to say without making any judgement and may then, together with you, take stock of the situation: what is the matter, how long has it been this way, what have you done about it, if anything. The confidential advisor will then ask what you would like to see changed and what help is needed for this.

The confidential advisor is there for you and he or she will only undertake action if you wish it. The confidential advisor acts only on your request and with your permission.

You can call on a confidential advisor until no more than two years after the incident and discontinue the help at any moment. The incident must relate in some way to a relationship with an employee of TNO whereby for the definition of employee refer to the text above.

The confidential advisors may act as the first point of contact when an undesired form of behaviour is reported. Read here the Procedure for local confidential advisors and central confidential advisor.

**Role of the confidential advisor:**

- helps find a suitable solution to your problem;
- acts, if wished, as initial point of contact, relief and supervision;
- provides information about the possible consequences of any complaint;
- helps you draft a complaint to the Central Complaints Advisory Committee;
- refers you to internal or external bodies and supports you if you wish to prosecute to the proper authorities in the event of sexual abuse, assault or rape;
- provides psychological and emotional support;
- offers aftercare.

**Confidentiality**

The confidential advisor is obliged to keep confidential all information about the case, even after it has ended. If it appears necessary to break that confidentiality, the confidential advisor will first discuss this with you.

TNO has assigned both internal and external confidential advisors. The external confidential advisor works at Arbo Beter. You always have the right to consult a different confidential advisor.

The internal confidential advisors can be found here on the Integrity platform.

**External:**

Arbo Beter has assigned a confidential advisor for TNO, namely Hannelore Kalter (available on telephone number 06-52 72 07 87 or via email Hannelore.kalter@beter.com).

**Complaint**

If you feel compromised by an undesired form of behaviour to any reasonable extent, you can complain to the Central Complaints Advisory Committee (CKAC) (see below the section Individual Complaints Regulation) and a meticulous complaints procedure will ensue without your having to suffer any disadvantages as victim, other than the aggravating impact that is associated with the investigation.

If you have tried to find a solution with the help of a confidential advisor and you have to submit a complaint thereafter, then the subsections Preliminary consultation in the line and Formal handling of complaint in the line of the next paragraph do not apply.
**Other rights**
This regulation does not prejudice your right to turn to other, for instance external, experts or representatives and to begin other internal or external procedures.

**Sanctions**
If investigation, by the CKAC or otherwise, reveals that an employee has shown undesired behaviour, sanctions may follow. The imposition of a sanction is done by the Executive Board following a recommendation from the CKAC.

Sanctions may include:
- written warning;
- temporary suspension;
- dismissal (immediate).

Sanctions are always imposed in writing and with reasons. A written warning is kept in a the personnel dossier for five years. Suspended employees have no right to a salary during the period of suspension.

**Confidentiality**
All those who have information concerning the case must adhere to strict confidentiality.
**Individual complaints regulation**

version 1.0 / 1 July 2016

**What is it?**
Do you have feelings of dissatisfaction or grievance, then you should be able to raise the matter within the organisation. This regulation describes which complaints you may submit, to whom and the related procedures.

Terms
- CKAC: Central Complaints Advisory Committee, specially established for this regulation.
- Advisor: the person who has been found prepared to help you in submitting your complaint. As advisor the following persons only are eligible:
  - an employee of TNO;
  - someone who left TNO less than two years ago owing to (temporary) old age pension;
  - the confidential advisor as defined earlier.
- Director: manager of the top echelon.

**Purpose of the regulation**
The regulation must offer employees the possibility to make their feelings of dissatisfaction or grievance debatable and investigable. Your complaint must be treated fairly and quickly, and your individual interests protected as reasonably as possible.

**The complaint**
A complaint must concern behaviour by or due to TNO. That may be a decision or action by one of your colleagues or a manager or the negligence of such a decision or action. You may submit a complaint if you consider it to be in conflict with:
- stipulations in your employment contract;
- guidelines and normal procedures;
- code of conduct that applies within TNO.
Or a complaint related to undesired manners by a colleague, such as sexual intimidation, discrimination or violence. See this chapter, section Undesired Manners.

**Admissibility**
Your complaint will only be considered if:
- it is an individual complaint; a complaint from a group or groups of employees is not admissible;
- you have a vested interest in the situation that the complaint concerns;
- you have not previously submitted a complaint about the same incident or fact;
- the solution for the complaint lies within the possibilities of TNO;
- you are not a member of the Executive Board or director of a TNO entity.

Your complaint will *not* be considered if:
- it concerns a case that was or is subject to legal proceedings;
- it concerns a proposed dismissal that must be adjudicated by the UWV or a judge;
- it concerns a subject for which special appeal procedure applies;
- you have failed to adhere to the procedure in this regulation.

This regulation does not prejudice your rights or claims on the basis of the law or your employment contract.

You may always retract the complaint in writing.
If the CKAC is of the opinion that the complaint has not been submitted with a reasonable time, it may, giving reasons, decide not to consider with that complaint. An appeal can be made against this decision to the Executive Board.

**Preliminary consultation in the line**
If you are planning to submit a complaint, always discuss this with your manager or advisor first to try to find a solution together. If you have a complaint about your manager, then discuss this first with his or her manager.

You will have a verbal preliminary consultation within two weeks of submitting a complaint in writing. You or your manager may request the presence of a manager a level higher or the relevant HR Business Partner.

If the preliminary consultation does not lead to a solution that satisfies you, you can begin the formal complaints procedure, as described below.

The preliminary consultation is not obligatory if the complaint concerns 'Undesired Manners' and you have already tried to find a solution. In that case you can submit a complaint directly to the CKAC, as described below.

**Formal handling of complaint in the line**
You must submit the complaint in a written letter in which you describe as precisely as possible the reason for your complaint and the result of the preliminary consultation. You state that your manager is cognisant of your complaint and notify who, if anyone, will be acting as your advisor. You send the letter, containing date and signature, to your Managing Director who will confirm receipt as quickly as possible and subsequently begin an investigation. If you have not received written confirmation within two weeks at most, you can submit a complaint to the CKAC within two weeks after this period. See the next paragraph.

The director involves you and the person against whom the complaints is directed in his or her investigation and, if necessary, the respective HR Business Partner or others, whereby both sides of the argument will be presented by the complainant and the accused.

The director will present to you and the accused his or her decision in writing, with reasons, within four weeks of receipt of the complaint.

If the director is not qualified to make a decision, he will inform you within four weeks at most and refer you to the CKAC.

If you have not received any news from the director within six weeks of receipt of the complaint, you can submit a complaint to the CKAC.

Formal consultation in the line is not obligatory if the complaint concerns 'Undesired Manners' and you have tried to find a solution, in which case you can submit a complaint direct to the CKAC, as described below.

**Handling complaint by the CKAC**
The CKAC handles the complaint if:
- you cannot reconcile the decision of the director to your complaint, or
- the director has failed to make a decision or handle the complaint within the agreed term, or
- the director does not consider himself qualified, whereby you submit your complaint in writing to the CKAC within two weeks after this decision or absence of a decision.
You must submit your complaint dated and signed to the secretary of the CKAC, within the aforementioned period.

The complaint must be accompanied by a copy of:
• the letter of complaint to your director
• the decision or statement of disqualification by the director.

The addressing of the letter:
PERSONAL
To the Secretary of the Central Complaints Advisory Committee TNO
c/o HR TNO
PO Box 96800
2509 JE THE HAGUE

The secretary will send you confirmation of receipt as soon as possible and notify the chair and members of the CKAC thereof.

Composition
The CKAC comprises a chair and four members who are in active employment at TNO, each of whom has a deputy in the event that they are indisposed or personally involved in the subject of the complaint.
If the complaint concerns ‘Undesired manners’, the CKAC may handle this case under a different composition, by your request or otherwise.

TNO assigns two members and two deputies; the Works council one member and a deputy, while the trade unions, represented in the Formal Council, also one member and one deputy. The chair and deputy chair will be assigned in joint consultation between TNO, the Works Council and the trade unions.
The Executive Board will appoint the chair, the four members and their deputies.

The CKAC will be assisted by a secretary who will not be part of the committee and also have no voting right. The Executive Board will appoint the secretary in consultation with the committee.

The names of the members of the CKAC can be found here on the Integrity platform.

Procedure
Upon notification of the complaint the CKAC will begin an investigation. The CKAC is authorised to obtain all the information it considers necessary to arrive at a judgement. In any case, the CKAC will hear both the complainant and the accused. The CKAC may also call other employees for a hearing.

The CKAC must arrive at a final judgement within eight weeks of the complaint being received. Complaints concerning ‘Undesired manners’ will be handled by the CKAC as a matter of urgency.

The CKAC decides by majority vote and first informs the complainant of the argued recommendation. Unless the employee withdraws his complaint within seven days, the CKAC will present the recommendation to the Executive Board.

The members of the CKAC will refrain from any personal contact with the parties involved in the subject of the complaint. The CKAC hearings are not public.

Final decision
Within two weeks of the recommendation by the CKAC on a final decision, the Executive Board will notify the complainant and the accused or others involved of the decision in writing, which is irrevocable and states the reasons. The Executive Board will send a copy of its final decision to the CKAC. If the final decision deviates from the recommendation, the Executive Board will inform the CKAC of the reasons for this.
Reporting
Once a year before 1 April the CKAC will report on its activities to the Executive Board, Works Council and the trade unions represented in the Formal Consultation. The report will contain no personal particulars regarding the complaints handled.

Unforeseen circumstances
If in the opinion of the CKAC special circumstances occur that are not provided for in this regulation, the Executive Board will make a decision after consulting the CKAC.

The advisor
In drafting and submitting your complaint you can be assisted by an advisor of your choice who will help you at all stages of the process and is accountable only to you.

Protection and confidentiality
TNO guarantees that the submission and handling of a complaint will have no adverse effects on the legal position of the complainant or his/her advisor if employed by TNO. The same applies for the members of the CKAC and their deputies.

The chair and members of the CKAC, their deputies, the advisor to the complainant and everyone else involved in the handling of complaints must keep confidential all knowledge obtained in relation to the process, also those people the CKAC involves in the complaint process.

You and TNO may use the recommendation of the CKAC in a procedure at the UWV or in Legal proceedings.

Suspensive effect and irrevocability
The submission of a complaint does not, in principle, have an suspensive effect for the behaviour to which the complaint pertains, although the complainant is entitled to request a suspensive effect giving reasons for doing so. The director or the CKAC can then decide to suspend behaviour during the handling of the complaint, giving reasons for doing so and the circumstances must also allow for this.

The decision on the complaint confirms or rescinds the behaviour to which the complaint pertains. If the disputed behaviour is rescinded, the decision takes retrospective effect to the date on which the behaviour began.

The decision is definitive:
• as soon as the period is exceeded within which you are able to make your complaint pending in the next instance, or
• if this is taken by the Executive Board, after the recommendation has been issued by the CKAC.

Provisions
You and TNO in principle pay for one’s own costs incurred in relation to the procedure, but compensation may be possible, namely:

You, your advisor and the employee summoned by the CKAC, have – insofar as this is applicable – the right to special leave with payment of salary to appear before the committee, and reimbursement of travel costs on the basis of business travel, see chapter My Benefits, section Travel costs reimbursements.
Archiving
All documents relating to a complaint will be kept for a maximum of seven years in the central complaints archive, whether handled initially by the director or in the last instance by the secretary of the CKAC.
**Other norms**

version 1.0 / 1 July 2016

**What is it?**

Apart from the sections in this chapter that focus on a whole range of specific norms, there are norms to which you as an employee must also adhere and on which you are judged. The norms are predominantly outlined in the TNO code and the specifics of them are implemented by the various staff departments of TNO.

An important objective of these norms and methods are described in the management system of TNO. The norms can also be found via the pages of the corporate staff bodies.
Management and use of ICT devices, information and systems
version 2.0 / 1 October 2016

What is it?

- **ICT devices**: (personal) computers (pc), laptops, tablets, servers, (mobile) telephones, smartphones.
- **Workspace device**: a pc, laptop or tablet TNO puts at your disposal for your work.
- **Information and systems**: all information generated and/or managed and/or stored by TNO and its employees and all systems and resources used to do this, such as:
  - computer systems and software;
  - datacarriers;
  - ICT devices;
  - networks, intranet, internet, e-mail, messaging software;
  - tokens, printers, scanner and other peripheral equipment.
- **Personal storage space**: that part of the TNO data storage you are given to store your own work-related data, e-mails and other messages.
- **Private storage space**: those parts of different data storage locations intended for the storage of private information, such as
  - The private OneDrive based on a private Microsoft account.
  - the private folder within a personal storage space (CIFS, Sharepoint MySite, My Local Documents).
  - The private folder in the personal TNO mailbox.

Storage of user data

The data you use as user will in principle not be stored any longer than three months unless law or legislation stipulates a longer period.

Management and use of ICT devices

ICT devices, information and systems are intended to boost productivity, with an optimum balance between costs and use.
Please refer to chapter My Benefits, section on ICT devices, information and systems.

Use of ICT devices

The ICT devices are the property of TNO and these are put at your disposal.

You treat the devices with care and prevent damage, theft or loss. In the event of damage, theft or loss, you must notify the IT Service Desk within 24 hours.

The devices are, in principle, for business use. Personal use is allowed provided that this does not conflict with your work and the stipulations in this regulation.

The use of the devices, information and systems may not harm TNO, your colleagues or thirds parties. In any case, you may not:
- send messages of a threatening, racist, insulting, discriminating or sexually offensive nature;
- send, upload or download messages or files of such a size that network and telephone traffic is hindered;
- send private chain letters;
- visit internet webpages that contain pornographic, racist, discriminating or offensive material;
- visit internet webpages or Phone Telephone numbers for the purpose of gambling;
- act in conflict with the law or ethics (see the TNO Code for guidelines);
- use websites (or other semi-public accessible forums) to comment or undertake other activities that may harm TNO or its customers either directly or indirectly;
• call telephone services that contain messages of a threatening, racist, insulting, sexually tainted or otherwise offensive nature;
• call telephone numbers of a private nature, incurs costs in addition to the normal charges unless it is impossible to obtain the information via a private phone;
• make excessive private phone calls abroad or from abroad.

TNO is not liable for damage or fines as a result of unauthorised or careless use of ICT devices.

Control of the use of ICT devices by TNO
TNO assumes a good balance between control protection of your privacy, with this regulation leading. In situations not covered by this regulation, TNO acts in line with legislation such as the Personal Data Protection Act, the Works Councils Act, the Criminal Code and the labour law framework.

Control has the exclusive aim of:
• safeguarding systems and networks;
• protecting company secrets;
• preventing negative publicity;
• counteracting unpermitted use (see ‘Use of ICT devices’ above);
• protecting business continuity (control of internet or e-mail traffic for viruses or other malware, or hindrance to the infrastructure);
• management of costs and capacity.

Control is automated in principle (virus scanners etc.). Only if there are compelling reasons (such as a reasonable suspicion of unpermitted use or the violation of company secrets) will the content be investigated by an authorised person.

E-mail and other kinds of message from or to OR and OC members, company doctors and other confidential advisors that are privy to a company secret or have a right to confidentiality are, in principle, excluded from control of content.

A check of the data of the above-mentioned persons is carried out by an authorised person and in the presence of another Works Council member in the case of a Works Council member and/or another confidential advisor in the case of a confidential advisor.

For costs and capacity management the control will be limited to datatraffic (time, quantity, size). Your manager responsible for the costs has access to your entire datatraffic but sees no individual conversations or messages.

If a control reveals a violation of the regulations, the manager of the respective user will be informed immediately. The manager must observe strict confidentiality about this until such time as a hearing has taken place. If no violation is evident, the investigation material will be destroyed.

Regular control will be performed by or for the Information Services department. The IT Security Risk & Compliance manager, the TNO Security Manager, a Managing Director or the Executive Board may decide to have further investigation carried out by a member of the Information Services department or by externally contracted expertise, if there are reasonable grounds for suspecting irresponsible use of the ICT devices.
This employee of the Information Services department or an external party must keep confidential all the information he or she acquires, unless by reason of legal requirements.

Management and use of information and systems
The regulations for the use of information and systems are stipulated in:
• The TNO Security Policy, on TNO City: TNO Security Policy;
• The details of the TNO security policy for ensuring the reliability of the data and the network infrastructure. TNO City: Details of TNO Security Policy, section: IT.
You are expected to use information and systems in a responsible way. Your network and e-mail account are strictly personal and may not be given to third parties. You may allow any significant changes to be made to the configuration of systems.

**Access to e-mail messages, files and other text messages**
TNO respects and protects your privacy concerning personal e-mail messages, files and other text messages on your ICT device and your personal storage space. All non-private messages and files are company information and thus the property of TNO. You must make this information available to your manager on request.

If you are absent for an extended period, leave TNO or end your employment contract in any other way, your manager has a right to inspect and act on your personal storage space. Excluded from this are your private storage spaces. You will be informed of this by means of an e-mail.

**Violations**
Violation of the rules of conduct for ICT devices, information and systems will be reported by the manager of the suspected offender to the Security Manager of TNO.

In the event of unpermitted use or a violation of the rules of conduct, you will be informed verbally of this by your manager within two weeks of the observation, in the presence of the HR Business Partner. This may take longer for compelling reasons, such as essential further investigation.

You will have the opportunity within a reasonable period to have your say about the observation and have the right to inspect the information registered about you.

Having heard what you have to say, your manager may decide whether to take appropriate measures (see next section) depending on the seriousness of the conduct.

Your manager will inform you of the decision on the measure in writing, giving reasons, within two weeks of your reaction.

You may submit a complaint about the decision by reason of the Individual Complaints regulation.

**Appropriate measures**
Appropriate measures may include:
- Written warning; this will remain in the personnel dossier for five years.
- Compensation of the costs by you for any damage or loss to equipment due to your carelessness or negligence.
- Compensation of the costs of subscription and use upon demonstrable excessive private use.

**Works Council (OR)**
Information Services will produce a report annually on control of the use of the ICT devices upon request by OR who may also request the Security Manager of TNO to produce a report annually on the control and measures regarding information and systems.
Contacts with the media
version 2.0 / 1 April 2020

What is it?
These rules of conduct foster optimum support for the publicity around TNO and prevents you undertaking action, making statements or offering opinions that conflict with the interests of TNO or yourself.

The rules
All contact with TV, radio and the written press is handled by the Press & Media department. If a representative from one of these media approaches you, this can be a great opportunity for publicity for TNO. However, you should not answer the questions nor commit to anything immediately. Write down the question and refer it directly to one of the Marketing & Communication press officers. This also applies if the media approach you via LinkedIn.
If this is not possible, make a note of the contact details and call or email the Press & Media department.

The press officer will take a closer look at the request of the media concerned and will coordinate with you on if, how and by whom within TNO a follow-up should be provided. In this way, TNO can generate the right image in the media with the right, well-prepared expert.

Referral to a press office is a common way of working for most journalists. However, they often try a direct approach, hoping to speak to a specialist immediately. Talking to the media requires careful coordination and preparation, such as by first reviewing the file and contacting the customer, if there is one. Starting the conversation in a spontaneous and unprepared manner can lead to unpleasant situations. This is why the press officers coordinate contact with the media in these kinds of situations, advising and guiding researchers and management and, where necessary, acting on behalf of TNO as a spokesperson.

Also inform this colleague as soon as possible of a lecture you will be giving, your contribution to a symposium, conference or prospective scientific publication. Your colleagues from Marketing & Communications will assess the usefulness of approaching the media about this and may include this in the Content calendar.

This also applies to research or other TNO involvement that you believe might interest the media. Of course, confidential research for a customer is excluded here. Marketing & Communications can advise you and supervise you in your contacts with the media.

Employee participation is an exception to these rules. The Works Council and Sub-committees have their own responsibility for their contacts with the media about employee participation matters and this does not involve the intervention of Marketing & Communications.
Guideline providing personal data
version 3.0 / 1 June 2017

The basis for this section is the Personal Data Protection Act.

What is it?
Personal data are data that, directly or indirectly, provide information about an individual, even where this information is not a piece of personal data as such but still says something indirectly about that person, such as his or her social status. Examples are name and address details, date of birth, nationality, civil status, salary, assessment data, IP address. Data that cannot be traced to persons fall outside this scope.

Personal data administration
HR Services is administrator and owner of personal data that are stored in various ways and places:
- in the personnel and salary administration system SAP-HR;
- in the digital personnel dossiers (application-based on SAP-HR);
- in the physical personnel dossiers used in the past. These are stored in locked cabinets in the archive room at the Oude Waalsdorperweg location in The Hague;
- in the FlexDirect flexible choice of terms and conditions of employment system (application-based on SAP-HR);
- in the absence due to illness system Re-IntegratieDirect (application-based on SAP-HR);
- in the recruitment system SAP E-recruitment;
- in SV’s here part of the information is stored digitally. These SV’s are strictly protected and only a very limited group of HR employees may access them.
Authorisations for SAP-HR and the other applications are stipulated in SAP and can be requested from Corporate HR. Inspection of as well as amendment to data are subject to strict regulations and only essential information is made available.

Provision of personal data
By the employee
When you join TNO you are legally obliged to provide TNO with the personal data essential to good personnel and salary administration.

By Human Resources
Information Services regularly receives requests to inspect or supply personal data. However, these requests must go through the HR department, which checks whether the data may be provided in line with the guidelines below. HR exercises restraint in this.
For each application HR reviews the purpose for which the applicant wishes to acquire the data. HR may always provide the data if the employee gives permission to do so.

Guidelines for providing personal data
Right to inspect own data
Via My TNO/My Services/My Personnel dossier you can inspect the data stored in your digital personnel dossier. The rules governing the storing of the data can be found in the document Digitisation of Personnel Dossiers.

Providing data internally
To HR and salary administration employees
Provision and inspection of your personal data are allowed if deemed essential to the job performance of the following employees: Manager HR, HR Business Partners, HR Services employees, Corporate HR, other HR and salary administration employees.
To your manager
Your manager may ask you for all the data about you provided he needs these data to perform his or her job. The same applies to his or her superior.

To staff
In the area of occupational health & safety and security the Facilities and Security managers (and a few of their employees) may inspect your data if deemed essential to their job performance. For the purpose of internal audits the internal auditor appointed by the Executive Board may inspect data deemed essential to the audit. Furthermore, other staff may have access to essential data due to their authorisation roles.

To other employees
All other employees have access to a defined set of personal data such as published in the telephone directory on SharePoint.

Providing data externally
Data that are not traceable to persons may be provided, for example for participation in surveys or studies. TNO does not provide personal data to external parties without your permission.

Exceptions:
• Law and legislation may compel TNO to provide personal data to law enforcement agencies or other government bodies like the Tax Authorities, UWV, Labour Inspectorate or for accountancy audits. TNO may also do this if making such data public is necessary to prevent damage(s) or in connection with criminal investigation. TNO always requests investigating officials to first authenticate their identity.

• In the context of work, absence and re-integration
Occupational health & safety unit to TNO:
For TNO the company doctor undertakes (socio-)medical supervision of employees that are ill. The law prescribes that the company doctor may provide certain information about you to TNO, if need be without your permission, although you must be informed about the information provided. The company doctor is confined to giving TNO specific information about the work you are or are not able to perform and the measures necessary to enable you to return to work or re-integrate. The company doctor does not provide medical data. To do this your explicit permission is required.

TNO to the occupational health & safety unit:
TNO provides the occupational health & safety unit only with your name and address details but no information concerning your salary or assessment.

• Other parties (health insurer, pension fund, personal insurance risk insurer, sickness benefits administrator)
TNO provides only data needed for the service to be delivered.

• Providing data upon transfer of the company
In the event of a (possible) company transfer, TNO retains the right to transfer personal data with the aim of drafting a ‘letter of intent’ and the actual establishment of proper personnel and salary administration.
Personnel dossiers are not transferred. Documents that are needed by the receiving employer for the correct implementation of the agreements contained in the employment contract of employees that transfer, such as the job contract and letter of transfer, are provided as copies. You can indicate yourself whether you wish a copy of other documents to be transferred.

*Providing data after leaving employment or in the event of death*
These guidelines on ‘Provision of personal data’ also apply after you leave employment or in the event of your death.

**Personal data retention period**
HR keeps the personal data for as long as the law prescribes, after which the data are destroyed. See also document *Digitisation of Personnel Dossiers*. Requested personal data will be kept out of the reach of others and destroyed immediately after use.

**Complaint**
If you are not in agreement with TNO conduct in this respect, you may submit a complaint in line with the individual complaints regulation. A complaint may be a decision, an action or the omission thereof.