


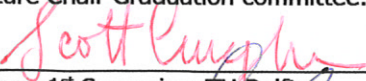
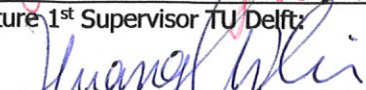
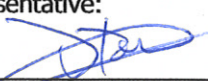
Confidentiality agreement

Name student: Milad Khajehvajari Studentnumber: 4388976	hereinafter called the Student
Name Company: ING	hereinafter called the Company
Thesis title: Optimization of a Data-Driven Customer Relationship Management Model for Better Decision Making	hereinafter called the Project
The duration of this confidentiality agreement is restricted to:	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> longer:years
	For the Rules on Confidentiality see page 2 of this agreement.

The Company is aware that the student has to write a public report describing his/her work during the project and has to present the results of the project during a public presentation. The Company is aware that the full student report must be available for inspection by competent authorities or their delegates. The Company is also aware of the interests of the Delft University of Technology in presenting the work or parts thereof to the scientific community, whether through publication in scientific journals and contributions to scientific books or through oral presentation at conferences and contributions to conference proceedings.

The student and Delft University of Technology are aware of the fact that the Information is highly confidential. As a result, parties agree that no information will be made public in any way or to anybody by the student and/or Delft University of Technology, without the prior written consent of the Company, which shall not be unreasonably withheld. Therefore, before the publication of any Information, the Delft University of Technology shall arrange for the draft report, publication or presentation to be reviewed by the Company, and the Company shall inform the authors within two weeks after receipt of the review request whether or not, and which part of the Information as stated in the draft report, publication or presentation, may be disclosed to third parties. If the Company decided that (part of) the information may not be disclosed to third parties, the Company shall, within two weeks after receipt of the review request, indicate how the Information as stated in the draft publication or presentation should be modified or generalized to qualify for consent of the Company with public disclosure. If public disclosure is withheld, the Company will provide a reasonable term for such restriction.

NOTE: The arrangement requested is as described in option a of clause 5 as defined in the second page of this document under 'Rules on confidentiality'. The project report as a whole is not to be made public for a period of one year, after which it can be made public on the repository of TU Delft. All strictly confidential information is omitted from the report but may be presented to the TU Delft supervisors if necessary, for grading purposes. Any such information should not be discussed under any circumstances or for any purpose outside of the scope of the grading of the project report.

To be collected by the student:	
Signature student: 	Name: Milad Khajehvajari Date: 27/06/2019
Signature Chair Graduation committee: 	Name: SCOTT CUNNINGHAM Date: 04/07/2019
Signature 1 st Supervisor TU Delft: 	Name: Yilin Huang Date: 04/07/2019
Signature 2 nd Supervisor TU Delft:	Name: Date:
Signature Company representative: 	Name: DAHIR FIKIC Date: 27/06/2019
To be filled in by the Board of Examiners (via TPM Service Point)	

