

PRIVACY STATEMENT W. VAN DER ZWAN & ZN B.V.

Privacy Statement

Your privacy is important to us. We handle your personal data with care, and we ensure compliance with applicable privacy laws such as the General Data Protection Regulation (GDPR). This privacy statement informs you about the manner in which we handle your personal data and about your rights with regard to your personal data.

Our details

W. van der Zwan & Zn. B.V. with its registered office at Hellingweg 5, 2583 DZ The Hague, the Netherlands. We are registered with the Trade Register of the Chamber of Commerce under number 27149725.

Objective of this privacy statement

This privacy statement pertains to the processing of personal data of our customers and all other persons with whom we are in contact or who make use of our services. This statement does not pertain to our employees, former employees or future employees.

Which personal data do we process?

We process the personal data that you have provided to us, for example, in connection with the services that we provide to you. We also obtain personal data when you contact us.

Your personal data that we process can concern the following:

- Contact details and other details, for instance your name, address, telephone number, email address, payment and credit information, payment and order history, (copies of) identity documents that we received from you when you placed an order.
- Data that you provide to us via email or by mail.

Purposes of use

We use your personal data for a number of different purposes. These are the following:

- a. *Executing an agreement*
If you enter into an agreement with us, then your contact details will be requested in any case. Other personal data can also be necessary for the execution of an agreement. Your personal data are also used for invoicing the services provided or the goods delivered.
- b. *Complying with legal obligations*
The Tax Act requires us, for example, to save invoices for a period of seven years. Therefore, the invoice, including the obligatory personal data stated on the invoice, is retained for a period of seven years.
- c. *Maintaining contact with you*
Your contact details are stored in our customer system and can be used, for example, for sending information that you have requested from us. These contact details could have been obtained, for example, because you sent us an email. You can always indicate that you no longer wish to receive any information.

d. *Improving our product and services information and carrying out targeted marketing activities*

We aim to provide information to you which we believe could be of interest to you. To this end, we analyse various data. These are:

- I. *Interaction data*: This concerns personal data that we have obtained from contacts between you and us, for example, through direct contact with our employees.
- II. *Behavioural data*: Personal data that we process regarding your behaviour, such as preferences, opinions, wishes and needs.
- III. *Analysing the use of our website*: The user statistics of the website enable us to gain insight into, for instance, the number of visitors, the length of the visit and which website pages are visited. It concerns the collection of generic data, without information about people. We use the information that we obtain to improve our website.

Legal grounds

We only process personal data when there are legal grounds for this. The legal grounds based upon which we process personal data are:

- a. *Agreements*
We make use of personal data to execute an agreement with you. We only collect the data that are necessary for the execution of the agreement.
- b. *Legal obligation*
We process your data in order to comply with our legal obligations, such as pursuant to the Tax Act.
- c. *Consent*
If we have requested your consent to process your personal data and you have provided these, then you always have the right to withdraw this consent.
- d. *Legitimate interest*
We are also allowed to process personal data when we have a legitimate interest and we do not infringe upon your privacy disproportionately. For instance, we make use of your contact details to invite you to relevant events and to send a newsletter. As also stated above, you can always unsubscribe.

Processors

We may make use of processors to process your personal data, who process your personal data exclusively upon our request. We enter into a processing agreement with these processors. This processing agreement stipulates, in any case, that the processors may only act on our instructions and may not use your personal data for their own purposes.

For example, we make use of processors that supply and host the software used by us. We also make use of ICT service providers who manage our IT network for us.

Cookies

Our website makes use of Analytical cookies, a web analysis service offered by Google Inc. (“Google”). Google Analytics makes use of small text files that are placed on your computer to help the website analyse how users use the site.

Analytical cookies are used to analyse the website and corresponding statistics so that we can optimise the site. To this end, we make use of the web analytics service Google Analytics. Google can provide this information to third parties if Google is legally required to do so, or insofar as these third parties process the data on behalf of Google. We have no influence on this. We have not given Google permission to share the information obtained. Analytical cookies have only limited consequences for your privacy.

Your rights

By virtue of the law, you can exercise certain rights with regard to your personal data. For instance, you have the right to:

- Inspect (and request a copy of) your personal data that we process;
- Correct your (incorrect or incomplete) data (rectification);
- Data portability;
- Withdraw your early given consent;
- Delete your personal data.

You can also object to the use of your personal data or request that this use be limited.

Retention periods

Your personal data are retained by us as long as this is necessary for the purpose for which we have obtained this data, unless a statutory retention period applies.

At the end of this retention period, we will delete your personal data. Please note that, in some cases, we are required to retain your data for a longer period of time by virtue of the law. For example, we are required to retain invoices for a period of seven years by virtue of the Tax Act.

Security measures

We have taken appropriate security measures to protect the confidentiality and security of your personal data. We have taken appropriate technical, physical and organisational measures to protect your personal data against unintentional or unlawful deletion, unintentional loss, damage or modification, unauthorised disclosure or access and against all forms of unlawful processing.

We limit the access to your personal data to persons for whom access to your data is necessary in connection with the purpose of the processing.

Complaints

We treat your personal data with care and in doing so we adhere to the applicable laws and regulations. Should you have any complaints regarding the manner in which we handle your personal data, then please contact us by sending an email to info@wvanderzwan.nl or call us at +31 (0)70 354 5466. We welcome the opportunity to find a solution.