

## Privacy Policy

When you are active on my website or when you contact me, you sometimes share personal data. I handle this data with care and abide by the applicable laws and regulations. These laws concern the storage and use of your personal data.

In this privacy policy, I explain what information I collect from you and what I do with it.

This privacy statement applies to all interaction between you and Elize Been, the method of communication does not matter. Elize Been (Utrecht) is responsible for the processing of personal data as mentioned in this privacy policy. You may send questions or comments about your privacy to [info@elizebeen.com](mailto:info@elizebeen.com)

### What is personal data?

All data that say something about you and can be used to identify you are personal data. Examples are your name, your contact or address details and your BSN. Some of these data, such as ethnic origin, religion or a criminal past, are special category data.

### Special category data

I do not process any special personal data.

### Personal data of persons under 16 years of age

I have no intention of processing personal data of persons under the age of 16. However, I cannot verify whether a visitor to my websites and servers is over 16 years old. If you believe that I have collected personal data from a minor without the consent of a parent or guardian, please contact me at [info@elizebeen.com](mailto:info@elizebeen.com) and I will delete such information. If any information from persons under the age of 16 is collected by me it will always be with the permission of his/her parent or guardian.

### When do I process your personal data?

#### *1. To be able to help you if you have questions.*

I am happy to help you if you have a problem or a question for me. You can call me, send me an e-mail, fill in a contact form or send me a letter. To be able to help you, I will store some of your data. That way I know who you are and I can find out what we talked about when you contact me again.

If you have questions for me, I will store the following information:

- Name
- E-mail
- Phone number
- Your message

The storage of this data falls under the legal basis; legitimate interest.

#### *2. In order to execute an agreement and make arrangements with you.*

If you purchase products or services from me, you want to be helped properly and receive what you asked for. I also need your details to plan appointments. I save the following data for the execution of an agreement:

- Name, address, place of residence

- E-mail
- Phone number

The storage of these data falls under the legal basis; performance of the contract.

**3. *To prepare and send you offers.***

Before I start working for you, I can of course send you a quote. For this purpose, I will store the following data about you:

- Name, address, place of residence
- E-mail
- Phone number
- Bank account number
- Chamber of Commerce No
- VAT number

The storage of these data falls under the legal basis; performance of the contract.

**4. *To be able to invoice and collect.***

The services and products you have purchased must of course be paid for. If you do not do this, I will start a collection process. In connection with invoicing and debt collection, I store the following data about you:

- Name, address, place of residence
- E-mail address
- Phone number
- Bank account number
- Chamber of Commerce No
- VAT number

The storage of this data falls under the legal basis; legal obligation.

**5. *To keep you informed of changes in our services.***

When I make changes to my services, general conditions, privacy statement or other important matters, I will inform you. If you agree I will use the following data to process you in my system:

- Name
- E-mail

The storage of this data falls under the legal basis of consent.

## **6. To be able to send you my newsletter.**

I save the following data for sending my newsletter:

- Name
- E-mail

The storage of this data falls under the legal basis of consent.

### **Cookies and similar techniques I use**

Elize Been uses functional, analytical and tracking cookies. A cookie is a small text file that is stored on your computer, tablet or telephone when you first visit a website.

I use cookies with a purely technical functionality so that the website works as intended. I also use analytical cookies to analyse the behaviour of my visitors and to use this information to improve my website. Last but not least, I sometimes use tracking cookies so I can offer you tailored content and ads. These are for example advertisers and social media companies.

If I need your permission to place cookies, I will ask you for this during your first visit to my website. I also refer you to my cookie statement.

You can deactivate cookies by configuring your internet browser so that it does not store them anymore.

### **Data transfer to partners**

I work together with various suppliers and partners for the execution of my services. These suppliers & partners include parties that:

- Send my newsletters
- Handling my payments & collections
- Taking care of my webhosting
- Taking care of my administration

I have concluded processing agreements and/or secrecy agreements with subprocessors in order to guarantee the safety of your data. I only work with partners who can comply with the AVG legislation.

Some of my partners are located outside the European Economic Area. I have taken appropriate measures with these partners, which have been agreed contractually via a data processing agreement / data processing addendum. This is how I ensure that your data is properly protected.

### **Data transfer to third parties**

In general, I do not share or sell your data with persons or organisations outside Elize Been, except with partners as described above. It may also be that I am obliged to pass on your data on the basis of a legal obligation duty.

### **Security of your data**

Elize Been has taken appropriate technical and organisational security measures to protect your personal data against abuse, unlawful or unauthorised use and loss.

All parties who process your data for me (sub-processors) or who have access to your data (e.g. employees or hired workers) sign a processing agreement or confidentiality agreement.

### How long your data will be stored

I use different retention periods for different data flows. Of course, you always have the right to ask me to remove your data. See also the heading 'Your rights'.

#### E-mail:

Completed e-mail messages are deleted immediately. E-mails older than 5 years will be deleted unless they are still relevant to the execution of a contract or the resolution of a dispute. E-mails from clients who do not wish to be serviced will be deleted after 3 months.

#### Invoices and quotations:

Invoices and quotations are deleted after the legal retention period of 7 years. Your data will remain in my billing system until then.

#### Newsletter:

You can delete your data from my newsletter system at any time.

### Your rights

You have the right to inspect, correct and delete your personal details. You also have the right to withdraw your consent for data processing or to object to the processing of your personal data by Elize Been. You also have the right to data portability.

#### Access

You can send a request for access, correction, deletion, data modification or request to withdraw your consent or objection to the processing of your personal data to [info@elizebeen.com](mailto:info@elizebeen.com)

To make sure that the request for inspection was made by you, please also attach a copy of your ID. In this copy, please blacken your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen's Service Number (BSN). This is to protect your privacy. If your request relates to a cookie, please include this as well.

We will respond to your request as quickly as possible, but no later than four weeks. Elize Been would also like to point out that you have the option of submitting a complaint to the national supervisory authority, the Personal Data Authority.

#### Reporting a data leak

If, despite all the precautionary measures, a data leak does occur, I comply with the data breach notification obligation and report the leak to the Personal Data Authority within 72 hours of discovery.

Should you discover a data leak, I kindly ask you to share this with me as soon as possible but in any case within 24 hours of discovering the leak by sending an e-mail to [info@elizebeen.com](mailto:info@elizebeen.com) I can then take immediate action.

#### Liability

This privacy statement applies only to the personal data which Elize Been processes for the purposes discussed in this agreement. Elize Been accepts no responsibility or liability for (the operation and/or content of) third-party websites or services.

#### Changes to this declaration

The contents of this privacy statement may be revised at any time by Elize Been in order to respond to new developments in the field of legislation or changes within my company.

You can subscribe to my newsletter where I will keep you informed of any changes. In any case, I advise you to consult my privacy policy regularly in order to stay informed.

By continuing to use the services of Elize Been after the changes, you agree to these changes.

### Contact

Do you have any further questions or comments? Then please contact me by e-mail [info@elizebeen.com](mailto:info@elizebeen.com)

Elize Been is registered with the Chamber of Commerce under number 58375139.

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