

# Privacy and cookie statement FlexyNode

February 22, 2023

Your privacy is of great importance to FlexyNode. We therefore comply with the relevant laws and regulations on privacy, including the General Data Protection Regulation (hereinafter: GDPR). This means that we:

- **Clearly record our purposes** before we process your personal data through this privacy declaration;
- **Store as little personal data as possible** and only the data necessary for our purposes;
- **Request explicit permission** for the processing of your personal data, if necessary consent is required;
- **Take necessary security measures** to protect your personal information. We lay these obligations also apply to parties that process personal data for us;
- **Respect your rights**, such as the right to inspect, correct or delete your data processed by us personal data.

Your data is safe with us and we will always use this data properly. In this privacy statement we explain what we at the FlexyNode company do with information we learn about you.

If you have any questions or would like to know exactly what information we keep about you, please contact FlexyNode.

## Access portal Our

portal gives you access to a management environment where you can set, specify and change things for the company yourself. We keep track of what you have done and when, so that there is proof of this.

For this we use your:



e-mail address.

We need this because of the contract we conclude with you. We store this information until the end of the service to you.

## Sending newsletters

We have a newsletter and you will only be added to the subscriber list with your consent. In the newsletter you can read news, tips and information about our products and services.

For this we use your:

- e-mail address.

We have a legitimate interest in this. We store this information until you cancel the subscription.

The newsletter is sent by email once every six months. The contents of the newsletter include the following:

- Updates and important information.

You can cancel your subscription to the newsletter at any time. Every newsletter contains an unsubscribe link.

### Take out a subscription

You can take out a paid subscription with our company FlexyNode, where we use your personal data to process the payment.

For this we use your:

- phone number;
- e-mail address;
- date of birth;
- payment details;
- nickname;  IP address;  billing address.

We need this because of the contract we conclude with you. We store this information until you cancel the subscription. We keep certain customer data for a longer period in connection with the statutory tax retention obligation.

### Contact Form

You can ask us questions or make requests using the contact form.

For this we use your:  e-

- email address;
- IP address;

nickname.

We need this because of the contract we conclude with you. We keep this information until we are sure that you are satisfied with our response.

### Your account

You must first register for certain parts of our company. You will then need to provide information about yourself and choose a username. We will then create an account into which you can log in with that username and a password of your choice.

For this we use your:

- nickname;
- IP address;
- date of birth; • e-mail address;
- billing address; phone  number.

We need this because of the contract we conclude with you. We store this information until you cancel the account. We store this information so that you do not have to enter it again and again at the company

and so that we can contact you more easily if necessary. You can change information via your account whenever you want.

### **Processing orders**

When you place an order with us, we use your personal data to process it properly. We may then provide your personal data to our delivery service to have the order delivered to you. We also receive information about your payment from your bank or credit card company.

For this we use your:

- billing address;
- phone number;
- nickname;
  
- e-mail address;
- date of birth;  IP address.

We need this because of the contract we conclude with you. We store this information until your order has been completed. We keep certain customer data for a longer period in connection with the statutory tax retention obligation.

**Advertising** We would like to send you advertising about offers and new products or services. This is what we do:

- via social media.

You can object to this advertising at any time. You can block us or use the unsubscribe option. You can also report this via your account. You can also report this via the portal.

**Provision to other companies or institutions** With

the exception of the parties that are necessary to provide the services mentioned above, we do not provide your personal data to other companies or institutions under any circumstances, unless we are legally obliged to do so (for example if the police require this in a suspicion of a crime).

### **Statistics**

We keep statistics about the use of our company, we have access to individual data.

However, we only consult this data if this is necessary for a purpose stated in this statement.

Our company includes social media buttons. The administrators of these services collect your data personal data.

### **Cookies**

Our company uses cookies. Cookies are small files in which we can store information, so that you do not have to enter it every time. But it also allows us to see that you are visiting us again.

You can disable the placing of cookies via your browser, but some things about our company will no longer work properly.

### **Security**

Security of personal data is of great importance to us. We ensure that your data is well secured with us. We always adjust security and pay close attention to what can go wrong.

### **Changes to this privacy statement** When

our company changes, we must of course also adjust the privacy statement. So always pay attention to the date above and check regularly for new versions. We will do our best to inform you of any changes.

### **Your rights**

If you have any questions or would like to know what personal data we have about you, you can always contact us. See contact details below.

You have the following rights:

- Receive an explanation about what personal data we have and what we do with it;
- Access to the precise personal data we have;
- Having errors corrected;
- Having outdated personal data removed;
- Having personal data transferred to another party; Withdrawal of consent;
- Restrict certain processing;
- Objecting to a particular use.



Please note that you always clearly indicate who you are, so that we can be sure that we do not change or delete data of the wrong person.

In principle, we will comply with your request within one month. However, this period may be extended for reasons related to the specific rights of data subjects or the complexity of the request. If we extend this period, we will inform you in a timely manner.

### **To file a complaint**

If you would like to file a complaint about the use of your personal data, you can send an email to [info@flexynode.nl](mailto:info@flexynode.nl). We handle every complaint internally and communicate this further with you.

If you feel that we are not helping you in the right way, you have the right to file a complaint with the supervisory authority. This is called the Dutch Data Protection Authority.

### **Contact details**

Bram de Graaf

FlexyNode

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