

Privacy and cookie statement

Van den Ban Autobanden B.V.

1 January 2023

Your privacy is of great importance to Van den Ban Autobanden B.V. We therefore comply to the relevant laws and legislation on privacy, including the General Data Protection Regulation (hereinafter: GDPR). This means that we:

- **Clearly set out our purposes**, before we process your personal information, through this privacy statement;
- **Store the least possible amount of personal information** and only the information necessary for our purposes;
- **Request explicit permission** for the processing of your personal information, if this permission is required;
- **Take required security measures** in order to protect your personal information. We also impose these obligations to parties who process personal information for us;
- **Resect your rights**, such as the right of inspection, correction or removal of your personal information processed with us.

Your data is safe with us and we will always use this data neatly. In this privacy statement we explain to you everything we do with information which we come to know of you with the app Van den Ban Autobanden B.V.

If you have questions or want to know what we keep track of exactly from you, please contact Van den Ban Autobanden B.V.

Contact form

With the contact form you can ask us questions or make requests. For this we use your:

- Telephone number;
- Name and address details;
- Email address.

We have a legitimate interest in this. We store this information, until we are certain that you are satisfied with our reaction.

Your account

You first have to register for certain parts of our app. You will then have to specify information about yourself and select a user name. With this we make an account, on which you can login with that user name and a self-chosen password.

For this we use your:

- Invoice address;
- Email address;
- Name and address details;
- Telephone number;
- IP address.

We do this on the basis of your permission. We store this information, until you terminate the account. We store this information, so you do not always have to fill it in again in the app and to allow us to contact you more easily if this is necessary. You can adjust information using your account whenever you like.

Sending of newsletters

We have a newsletter and you are automatically added to the list of subscribers. In the newsletter you read news, tips and information about our products and services. For this we use your:

- Name and address details;
- Email address.

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

The newsletter is sent by email on a weekly basis. The content of the newsletter contains, among other things, the following:

- Product and company-related information.

The subscription to the newsletter can be terminated at any time. Each newsletter contains an unsubscribe link.

Access portal

With our portal you get access to a management environment where you can set, specify and change things yourself for the app. We track what you have done and when, so there is evidence of that. For this we use your:

- Name and address details;
- Telephone number;
- Payment details;
- Invoice address;
- Email address.

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

Handling order

When you place an order with us, we use your personal information to be able to process this neatly. We are allowed to give your personal information to our delivery service in order to deliver the order to you. We also receive information about your payment from your bank or credit card company. For this we use your:

- Invoice address;
- IP address;
- Payment details;
- Email address;
- Name and address details;
- Telephone number.

We need this because of the contract we conclude with you. We store this information, until your order is completed. We store certain customer information for longer due to the legal tax retention obligation.

Provision to third parties

We work with certain companies, who are able to receive your abovementioned personal information from us.

For handling the orders, we work with:

- Our postal service;
- Various transporters.

Advertising

We would like to send you advertisements about offers and new products or services. We do so:

- By email;
- By telephone.

You can object to this advertisement at any time. Each email contains an unsubscribe link. You can indicate this if you are called. You can also communicate this using your account. You can also communicate this using the portal.

App store

You have to download our app Van den Ban Autobanden B.V. using the app store of Apple or Google. We have no control over what these companies do with your personal information. Always make sure to read their privacy statements.

Provision to other companies or institutions

With exception of the parties necessary to provide the abovementioned services, we do not give your personal information to other companies or institutions under any condition, except if we are required to do so by law (such as if the police requires this on suspicion of a crime).

Statistics

We keep statistics about the use of our app, but this data is always anonymised.

Cookies

Our app uses cookies. Cookies are small files in which we are able to store information, so you don't have to keep filling it in. But it also allows us to see when you visit us again.

You can switch off the placement of cookies using your browser, but some things from our app will not work properly anymore if you do so.

We have made agreements with other companies who place cookies about the use of the cookies. However, we do not have full control about what they do with the cookies. So make sure to also read their privacy statements.

Security

Security of personal information is of great importance to us. To protect your privacy, we take the following measures:

- Access to personal information is protected with a user name and password;
- The data is stored after receipt in a separate, protected system;
- We take physical measures such as locks and safes for access protection of the systems in which personal information is stored;
- We make use of secured connections (Secure Sockets Layer or SSL) which protects all information between you and our website when you enter personal information;
- We keep logs of all requests of personal information.

Data protection officer

We have appointed a so-called data protection officer. This person is responsible for the privacy within our organisation. Our data protection officer is called Marc Meul and can be reached by email at ict.security@vandenban.nl and by telephone at +31 181 331 444 for all your questions and requests.

Changes in this privacy statement

If our app changes, we will of course also have to adjust the privacy statement. So please always check the date above and check regularly to see if there are new versions. We will do our best to communicate changes to you.

Your rights

If you have questions or want to know what personal information we have of you, you can always contact us. See the contact information below.

You have the following rights:

- Receive explanation about what personal information we have and what we do with it;
- Get access into the precise personal information we have;
- Having errors corrected;
- Having out-of-date personal information removed;
- Having personal information be transferred to another party;
- Withdrawing permission;
- Limiting a certain processing;
- Objecting against a certain use.

Please note that you always clearly indicate who you are, so we are certain that we do not adjust or remove data from the wrong person.

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

Submit complaint

If you want to submit a complaint about the use of your personal information, you can send an email to info@vandenban.nl. We address any complaint internally and communicate this with you further.

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

Contact information

Van den Ban Autobanden B.V.

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Ch. of Comm. number: 24218582