



Privacy Statement IP Handlers B.V.

IP Handlers B.V. considers proper handling of personal data to be of the utmost importance and is aware of privacy legislation. This privacy statement explains how we handle your personal data.

Our contact details

IP Handlers B.V. is regarded as the controller, as referred to in the GDPR, for the processing of your personal data. We can be reached on the contact details below:

By telephone	+31 297 747 200
E-mail	info@iphandlers.nl
Post	Noordpolderweg 20 1432 JH Aalsmeer

Which personal data do we process?

We process, among other things, the following categories of personal data:

- Data such as first name and surname;
- Contact details such as: address details, telephone number, e-mail address;
- Date of birth;
- Gender and your job title (if you opt to share this with us);
- Content of correspondence;
- Other personal data that you actively provide or that is actively provided about you;
- Images made by the security cameras in and around our offices.

If this information is necessary for the conclusion or execution of an agreement with us, then you are required to provide this personal data to us. If you do not wish to provide us with this personal data, we cannot guarantee the proper execution of the agreement. If the processing of specific personal data is required by law, we will notify you accordingly. This also applies to the possible consequences if you choose not to provide us with this personal data.

For what purposes do we process your personal data?

We collect and process personal data for various purposes. We use the personal data that we have received from you, but we may also receive personal data from other sources. For example, if we consult the Land Registry, the Commercial Register or other public sources. We process personal data for the following purposes:

- a. General customer contact
The data is used for (i) providing the information requested by you, (ii) contacting you about the execution of the agreement you have concluded with us, (iii) handling questions and/or complaints and (IV) sending invitations or drawing your attention to special events.
- b. For the execution of the agreement
For the purpose of the agreements that you conclude, will conclude or have concluded with us. We process your personal data not only in the context of purchasing services and/or products, but also to be able to provide our services and/or products and/or to furnish you with advice about our services and products.
- c. Accounts receivable management
We process the personal data, among other things, for (i) sending invoices, reminders and demands to collect claims; (ii) making telephone calls to remind you of an outstanding claim; (iii) having a judicial collection procedure carried out or coordinated, where appropriate.
- d. Risk analyses
In certain cases, we can assess the creditworthiness.
- e. Fraud
We use your personal data to investigate, prevent and combat fraud.
- f. Statutory obligation
To provide information about you to third parties, if we are required to do so within the regulatory framework.
- k. Corporate security and compliance with statutory obligations
CCTV images are recorded inside and outside of our offices. We do this to comply with statutory customs obligations in particular. In addition, we use these to protect our property.

On what basis do we process your personal data?

We process your personal data if we are obliged to do so by law and if the processing is necessary for the execution of the agreement concluded with you, in order to provide our services. We may also process your personal data for the purpose of a legitimate interest. A legitimate interest is generally legal, financial or commercial in nature. We have a legitimate interest in processing your personal data in e.g. the following situations:

- to defend ourselves against legal claims;
- general customer contact to answer questions and handle complaints;
- conducting risk analyses to determine your creditworthiness;
- to carry out our business activities;
- to alert you, as our customer, to events;
- to secure our company property.

Finally, we process some personal data, because you have given your consent for this. You have the right to withdraw your consent at any time. This withdrawal does not affect the lawfulness of any processing based on consent provided before the withdrawal.

Sharing personal data with third parties

In certain cases, we share your personal data with third parties. Personal data is only forwarded to third parties for the purposes and principles stated in this privacy statement. We may provide your personal data to the following categories of third parties, in the cases stated below:

- a. if this is necessary for the execution of the agreement. For example, we use various advisors, we are insured, we work with a third party for the processing of payments and we can provide personal data to third parties to support us in collecting a claim. We may also use suppliers, translation agencies and postal agencies and transport companies;
- b. we may provide your personal data to, for example, an agency or body to check the creditworthiness of your organisation;
- c. our IT suppliers may have access to your personal data when they help us keep our systems running;
- d. a cloud service provider is used for the storage of personal data;
- e. we can engage a data destruction company to have your personal data disposed of in a careful manner.

In other cases, we will only provide your personal data to third parties with your prior consent, if this is necessary for the promotion of our interests or if we are obliged to do so within the regulatory framework.

If we provide your personal data to third parties, they are themselves responsible for compliance with the privacy legislation. If a third party processes your personal data for us in the capacity of a processor, we will conclude a processing agreement with this third party that meets the requirements as set out in the law.

We do not transfer your personal data to a third country or international organisation.

Security of personal data

We take appropriate security measures to prevent the misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification of your personal data. For example, we ensure that only the necessary persons have access to your personal data, that access to your personal data is protected and that we regularly check our security measures. If you believe your personal data is not properly secured or if there are indications of abuse, please feel free to contact us at info@iphandlers.nl.

Retention period

We do not store the personal data any longer than is necessary to achieve the goals stated in this statement or to comply with the laws and regulations.

Most personal data is not stored longer than is necessary for the execution of the agreement and the settlement of any disputes arising from an agreement. However, some personal data must be kept longer by law. For example, the law requires us to keep our financial administration, which may contain your personal data, for seven years.

Your rights

You have various rights. This includes the right:

- to view, correct or delete your personal data;
- to rectification;
- to data erasure;
- to limitation of processing;
- to object to the processing;
- to data portability;
- not to be subject to automated decision-making.

If you want to invoke one of your rights, you can send your request to info@iphandlers.nl. To prevent abuse, we may ask you to identify yourself before we process your request, by sending us a copy of a valid proof of identity. In this copy, please cover or redact your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number. For example, you can use the Copy ID app issued by the Dutch government for this. This is to protect your privacy.

We will respond to your request as quickly as possible, but in any case within one month. If you have a complaint about the processing of your personal data, we will of course be happy to help you. If you are nevertheless unable to reach an agreement with us, we would like to point out that you have the option of submitting a complaint to the Dutch Data Protection Authority. You can do so [here](#).

Automated decision-making

We do not engage in automated decision-making.

Changes in the privacy policy

This privacy statement was last updated on 3 February 2023. We reserve the right to unilaterally change or adjust this privacy statement. In that case, we will change this page.