

Privacy and Cookie Statement

Through the services of Aangetekend B.V., established in Utrecht (the Netherlands) at Computerweg 22 with postal code 3542 DR and registered with the Dutch Chamber of Commerce under number 52455289, personal data are processed.

Aangetekend B.V. considers it of the utmost importance to protect your privacy under all circumstances. The responsibility of Aangetekend B.V. in this area can be found in this Privacy and Cookie Statement. This explains what information is collected and used, in what way and for what purpose.

It is important to mention that Aangetekend B.V. only acts as a 'deliverer' regarding the mail traffic between sender and recipient: at no point in the process can employees of Aangetekend B.V. become acquainted with the content of a Registered Mail and/ or a Secure Mail.

More general information about the services Registered Email (Plus) – Secure Email – Large File Email and the Digital Signature can be found on the website <https://www.e-registeredmail.com/>

This Privacy and Cookie Statement was last amended on 15th of July 2022.

Applicability

This Privacy and Cookie Statement applies to all privacy-sensitive information or personal data that you provide to us (Aangetekend B.V.) either verbally or in writing, for example via a request for further information, contact form or assignments that you place with us. As stated above, we attach great importance to the privacy of our (potential) customers and therefore take the greatest possible care in handling and protecting the personal data.

We process data in accordance with the conditions set out in the General Data Protection Regulation (GDPR).

Overview personal data

Below you will find an overview of the personal data we process:

- First name and surname;
- E-mail address;
- IP address of a website visitor;
- Date of birth (only in combination with the use of iDIN, eID or itsme);
- Place of residence (only in combination with the use of iDIN, eID or itsme);
- Telephone number (in case of a commercial info request or 2FA via SMS);
- Data processed via cookies (see the cookie table below for more information).

Purpose and principles of processing personal data

Aangetekend B.V. will only process your data if we have a legal basis for doing so. For example, we will process your data if this is necessary for the execution of a contract to which you are or will become a party. It is also possible for us to process data because we ourselves have a legitimate interest in doing so, for example because we have a commercial business interest. In addition, we

may be under a legal obligation to process your personal data. Of course, it may also be the case that you have given us permission for a specific processing.

We process your personal data for the following purposes:

- Logging in and verifying/authenticating users of the service, so that we can offer the service to you optimally and execute the agreement with you;
- Communication between us and the customers and prospects, so that we can provide the information requested by you and perform (or will perform) any agreement with you;
- The monitoring and auditing of the service, so that we can improve our services and offer our services adequately to you;
- Providing support, for example through Teamviewer, so that we can help you when necessary to use our service. By the way, we will only enable Teamviewer with your explicit permission;
- The ability to analyse statistics and optimize the service, if not anonymized, but we ask your prior consent;
- The sending of our newsletter, so that we can keep you informed about our services. We only do this with your prior consent;
- To be able to call or e-mail you if this is necessary for the execution of our services, for example in case of an emergency or if an authorisation needs to be checked further;
- inform you about changes to our services and products, for example in the event of a major change in the software.

We do not retain your personal data longer than is strictly necessary to achieve the purposes for which your data are collected. We save the relevant retention periods in the 'processing register' conform the GDPR. If a statutory retention period applies, we will comply with this period, in particular the tax retention obligation.

Our General Terms and Conditions state the standard retention periods. These can be extended at the customer's request.

Provision to third parties

We may only share your personal data with third parties if this is compatible with the purposes mentioned above. Provision to third parties may be necessary for the performance of the contract we enter into with you, may be necessary for the protection of a legitimate interest of ours, or may be necessary to comply with any legal obligation incumbent upon us.

The following third parties process your personal data:

- Our cookie service providers (see below);
- Our software suppliers;
- Our hosting party;
- Our IT service providers;
- Our payment service provider;
- Our partners.

With companies that process your data on our behalf, we conclude a processing agreement to ensure the same level of security and confidentiality of your data. However, we remain responsible for these processing operations. In addition to the above situations, we will only provide your personal data to other third parties with your express consent.

Third parties outside the EU

In order to provide our services, we may disclose your personal data to parties located outside the European Economic Area (EEA). We will only do this if there is an adequate level of protection for the processing of personal data. This means, for example, that we use a model agreement from the European Commission or make agreements about the handling of personal data.

Important: Privacy Shield

We are aware that the Privacy Shield was declared invalid on 16 July 2020 by the Court of Justice of the European Union. It was recently announced that the EU and US have reached an agreement in principle on a replacement for the Privacy Shield: the Transatlantic Data Privacy Framework. Partly because of the importance of data sharing for international trade, the EU and US have been negotiating a successor to the Privacy Shield for some time. On March 25, 2022, Von der Leyen and Biden announced an agreement in principle for the Trans-Atlantic Data Privacy Framework. The exact details of these agreements are not yet known; at the moment there is only a political announcement of the agreement. It will probably take some time before the agreement is finalized. First, changes in (U.S.) legislation are still needed.

We are currently investigating the effects and possibilities that we as an organization may encounter. We have a very high regard for privacy and try to do everything possible to find an appropriate solution. As soon as there is more clarity about this, we will adjust our working method and our Privacy and Cookie Statement accordingly.

Newsletter

We periodically publish a newsletter. In this newsletter you can read updates, tips and information about our service.

You will only be added to the list of subscribers with your permission. For this we use your name, e-mail address and company name.

We keep this information until you cancel your subscription. You can cancel your subscription at any time. Every newsletter contains to that end an unsubscribe link.

Optimisation

Your data will also be used by us for the optimisation of our services. In this context, your personal data will be made anonymous and can therefore no longer be traced back to you or your organisation.

Your data will not be sold or shared with third parties for commercial purposes, unless you give your express consent.

Cookies

We use cookies on our website. A cookie is a small, simple file that is sent with pages of the website and stored by your browser on the hard drive of your device. The information stored in it can be sent back to our servers the next time you visit us.

We use the following types of cookies:

- **Functional cookies:** these are cookies that are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and remember, for example, your preferred settings.
- **Analytical cookies:** these cookies allow us to optimize our website, make an inventory of how our website is used, so that we can use this information to improve the website.
- **Marketing cookies:** we place cookies that track your browsing behaviour so that we can offer customised content and advertisements. On your first visit to our website, we already informed you about these cookies and asked permission to place them.

In the table below you will find an overview of the cookies we use, indicating their purpose, type and storage period.

Cookie	Type	Purpose	Sort	Retention Period
Google Analytics Google LLC, Amerika Privacy Statement of Google	Analytical	Cookies are placed to gain insight into visitor behaviour and to improve the user experience. We have set these cookies privacy friendly. That means that we: - have entered into a processor agreement with Google; - give Google only masked IP addresses; - not share any further data with Google; and - we do not use other Google services in combination with Analytics.	Https-cookie	Maximum 2 years
Google Tag Manager Google LLC, Amerika	Functional	Manages tags on the website so that they are correctly indicated.	Https-cookie	Session

Cookie	Type	Purpose	Sort	Retention Period
Privacy Statement				
<p>Google Adwords</p> <p>Google Audiences</p> <p>Google DoubleClick</p> <p>Google LLC, Amerika</p> <p>Privacyverklaring</p>	Marketing	<p>- Marketing cookies from Google are used to experiment with the effectiveness of advertisements about the websites.</p> <p>- Google AdWords and GA Audiences cookies are used to return website visitors based on their online website behaviour.</p> <p>- We do remarketing and measure the effect of our advertising campaigns to show relevant ads on our website, and third party websites.</p>	Https-cookie	Maximum 1 year
<p>Hotjar</p> <p>Hotjar, Malta</p> <p>Privacy Statement of Hotjar</p>	Analytical	<p>We use this service to track and get reports on how visitors use the website. To improve the user experience on our website, we use Hotjar's software.</p> <p>We have set these cookies privacy friendly. That means that we:</p> <ul style="list-style-type: none"> - have entered into a processor agreement with Hotjar; - cannot identify any website visitors through Hotjar, because all the information measured is 'suppressed' before the data is sent to our servers. This means that the information is converted into any number of asterisks (***) or 1's (111111). - no further sharing data with Hotjar; and 	Https-cookie	12 months

Cookie	Type	Purpose	Sort	Retention Period
		- we don't use any other Hotjar services.		

To the extent we are required to do so, we ask for your consent to the use of cookies. We have made agreements with other companies that place cookies in relation to us about the use of cookies.

Social media buttons

Our website includes buttons to promote web pages ("likes") or share them on social networks such as LinkedIn and Facebook. These buttons work by means of pieces of code that come from Facebook or LinkedIn itself. By means of this code cookies are placed.

Please refer to the privacy statement of Facebook and LinkedIn (which may change regularly) to read what they do with your (personal) data that they process via these cookies. The information they collect is made anonymous as much as possible. The information is transferred to and stored by Facebook and LinkedIn on servers in the United States.

Enabling and disabling cookies

You can disable the placing of cookies via your browser, but some options on our website may then no longer work properly. More information about enabling, disabling and deleting cookies can be found in the instructions and/or by using the Help function of your browser.

Security

Security of personal data is very important to us. We ensure that your data is properly secured with us, adjust the security if necessary, and pay close attention to what can go wrong.

In terms of information security, we are both eIDAS-certified and ISO27001 certified.

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 our contact details below.

You have the following rights:

- **Right of inspection:** you have the right to view the personal data we process about you.
- **Right of rectification:** you have the right to correct or supplement the personal data we process about you if they are incorrect or incomplete.
- **Right to withdraw your consent:** you can withdraw your consent at any time.

- **Right of objection:** you can object to the processing of your personal data.
- **Right of deletion:** you can request us to delete your personal data.
- **Right to transfer data:** if it is technically possible, you have the right to have the personal data we process about you transferred to a third party.
- **Right to restrict processing:** In some cases, you may request that we limit the processing of your personal data (temporarily or otherwise), which means that we will process less of your data.

At your request, we may ask you to identify yourself. In order to do this, we request your details to ensure that you are the right person to whom the personal data belongs.

This identification can be done, for example, by means of a copy of your passport. In that case, make sure that the Social Security Number is illegible and also that you clearly state the purpose and date of the copy by means of a kind of 'watermark'.

We will respond to your request as soon as possible, but at the latest within 30 days. Should this period be extended for reasons relating to the specific rights of data subjects or the complexity of the request, we will respond within three months at the latest. In that case, we will inform you in good time.

Filing a complaint

If you feel that we are not helping you in the right way, you have the right to file a complaint with the official Privacy Supervisor. For the Netherlands this is the [Autoriteit Persoonsgegevens](#).

Third party websites

This Statement does not apply to third party websites that can be visited by means of links from our website. We cannot guarantee that these third parties will handle your personal data reliably or securely.

Changes to this privacy statement

We reserve the right to make changes to this statement. If we change this statement, we will post it on our website. It is recommended that you consult this statement regularly so that you are aware of these changes.

Contact

Do you have any questions? Then please contact our organization:

Aangetekend B.V.

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