

## Privacy policy BouncyGrass B.V.

[www.BouncyGrass.com](http://www.BouncyGrass.com)

### About our privacy policy

BouncyGrass Ltd cares about your privacy. We therefore only process data that we need for (improving) our services and handle the information we have collected about you and your use of our services with care. We never make your data available to third parties for commercial purposes.

This privacy policy applies to the use of the website and the services provided by BouncyGrass Ltd. The effective date for the validity of these terms and conditions is 24/09/2019, with the publication of a new version the validity of all previous versions expires. This privacy policy describes what information about you is collected by us, what this information is used for and with whom and under what conditions this information may be shared with third parties. We also explain to you how we store your data and how we protect your data against misuse and what rights you have with regard to the personal data you provide to us.

If you have any questions about our privacy policy, please contact our contact person for privacy issues, you will find the contact details at the end of our privacy policy.

### About the data processing

Below you can read about how we process your data, where we store it (or have it stored), which security techniques we use and for whom the data is available.

#### Email and mailing lists

##### **MailChimp**

Our website uses MailChimp, a third party that handles e-mail traffic from our website and the sending of any newsletters. All confirmation emails you receive from our website and web forms are sent via the MailChimp servers. MailChimp will never use your name and e-mail address for its own purposes. At the bottom of every e-mail that has been automatically sent through our website you will see the "unsubscribe" link. If you click on this, you will no longer receive e-mail from our website. This can seriously reduce the functionality of our website! Your personal data is stored securely by MailChimp.

MailChimp uses cookies and other internet technologies that provide insight into whether e-mails are opened and read. MailChimp reserves the right to use your data to further improve the service and, within that context, to share information with third parties.

##### **Office365**

We use the services of Office365 for our regular business e-mail traffic. This party has taken appropriate technical and organisational measures to prevent misuse, loss and corruption of your and our data as much as possible. Office365 has no access to our mailbox and we treat all our e-mail traffic confidentially.

#### Shipping and logistics

##### **Van Spreuwel Transport**

If you place an order with us, it is our job to have your package delivered to you. We make use of the services of Van Spreuwel Transport for the execution of deliveries. It is therefore necessary that we share your name, address and city details with Van Spreuwel Transport. Van Spreuwel Transport uses this information only for the performance of the agreement. In the event that Van Spreuwel Transport engages subcontractors, Van Spreuwel Transport also makes your information available to these parties.

## Invoicing and accounting

### WESP Finance

We use the services of WESP Finance to keep track of our administration and accounting. We share your name, address and place of residence details and details regarding your order. This data is used for administering sales invoices. Your personal data is sent and stored protected. WESP Finance is required to maintain confidentiality and will treat your data confidentially. WESP Finance does not use your personal data for purposes other than those described above.

## External sales channels

## Purpose of data processing

### General purpose of the processing

We use your data solely for the purpose of our services. This means that the purpose of the processing is always directly related to the assignment that you provide. We do not use your data for (targeted) marketing. If you share data with us and we use this data to contact you at a later date - contrary to your request - we will ask you for explicit permission. Your data will not be shared with third parties, other than to meet accounting and other administrative obligations. These third parties are all held to confidentiality on the basis of the agreement between them and us or an oath or legal obligation.

### Automatically collected data

Data that is automatically collected by our website is processed with the aim of further improving our services. This data (for example your IP address, web browser and operating system) is not personal data.

### Cooperation with tax and criminal investigations

In appropriate cases, BouncyGrass Ltd may be held to share your data in connection with fiscal or criminal investigation by the government on the basis of a legal obligation. In such a case we are forced to share your data, but we will oppose this within the possibilities that the law offers us.

### Retention periods

We keep your data for as long as you are a client of ours. This means that we keep your customer profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also regard this as a forget request. Based on applicable administrative obligations, we must keep invoices with your (personal) data, so we will keep this data for as long as the applicable period runs. However, employees no longer have access to your client profile and documents that we have produced as a result of your assignment.

## Your rights

On the basis of the applicable Dutch and European legislation, you as a data subject have certain rights with regard to the personal data processed by or on behalf of us. We explain below what these rights are and how you can invoke these rights. In principle, to prevent misuse, we will only send copies and copies of your data to your e-mail address that we already know. In the event that you wish to receive the data at a different e-mail address or, for example, by post, we will ask you to identify yourself. We keep records of settled requests, in the case of a forget request we administer anonymised data. You will receive all copies and copies of data in the machine-readable data format that we use within our systems. You have the right to submit a complaint to the Dutch Data Protection Authority at any time if you suspect that we are using your personal data in the wrong way.

### Right of inspection

You always have the right to view the data that we (have) processed and that relate to your person or that can be traced to that. You can make a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data with an overview of the processors who have this data at the e-mail address known to us, stating the category under which we have stored this data.

### Rectification right

You always have the right to have the data that we have (or have had it processed) that relate to your person or that can be traced to be changed. You can make a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation at the e-mail address known to us that the information has been changed.

### Right to limit processing

You always have the right to limit the data that we (have) processed that relate to or can be traced to your person. You can make a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation at the e-mail address known to us that the information until you remove the restriction will no longer be processed.

### Right to transferability

You always have the right to have the data that we have (or have had) processed that relate to your person or that can be traced to that data carried out by another party. You can make a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you copies or copies of all data about you that we have processed or that have been processed on our behalf by other processors or third parties at the e-mail address known to us. In all likelihood, in such a case, we can no longer continue to provide services, because the secure linking of data files can then no longer be guaranteed.

### Right of objection and other rights

In appropriate cases, you have the right to object to the processing of your personal data by or on behalf of BouncyGrass B.V. If you object, we will immediately cease data processing pending the processing of your objection. If your objection is justified, we will make copies and/or copies of data that we process or have processed available to you and then permanently cease processing. You also have the right not to be subject to automated individual decision-making or profiling. We do not process your data in such a way that this right applies. If you believe that this is the case, please contact our contact person for privacy matters.

## Cookies

### Google Analytics

Cookies from the American company Google are placed through our website as part of the "Analytics" service. We use this service to keep track of and get reports on how visitors use the website. This processor may be required to provide access to this data on the basis of applicable laws and regulations. We collect information about your surfing behaviour and share this data with Google. Google can interpret this information in conjunction with other data sets and in this way follow your movements on the internet. Google uses this information to offer targeted advertisements (Adwords) and other Google services and products, among other things.

### Cookies from third parties

In the event that third party software solutions use cookies, this is stated in this privacy statement.

## Changes to the privacy policy

We reserve the right to change our privacy policy at any time. However, you will always find the most recent version on this page. If the new privacy policy has consequences for the way in which we process already collected data with regard to you, we will inform you of this by e-mail.

## Contact details

BouncyGrass B.V. (=Ltd)

Minervalaan 7 2314 BT Leiden The Netherlands T. +31 71 203-2011 E. info@BouncyGrass.com

### Contact person for privacy issues

Bas Warmerdam