

PRIVACY STATEMENT IWITNESS

Introduction

IWitness takes your privacy very seriously and shall handle your personal data with the utmost security and care. In this Privacy Statement you will learn how we handle your data as well as learn about your rights concerning our processing of your data. We advise that you read this Privacy Statement thoroughly. Should you have any questions or remarks, please contact us at info@iwitness.nl.

Who is IWitness?

IWitness is the besloten vennootschap IWitness B.V., with registered office at (1101 BB) Amsterdam listed at the Traderegister of the Dutch Chamber of Commerce under 68812361.

IWitness is as the controller ultimately responsible with regard to the processing of your personal data.

IWitness has appointed a data protection officer. You may contact DMassop at d.massop@iwitness.nl.

How does IWitness use your personal data?

Underneath you will find an overview of the purposes for the processing of your personal data. You will also find a specification of which data IWitness uses for that specific purpose, the legal justification, and the amount of time IWitness keeps this data. For clarity's sake, we have categorised the purposes.

Services, customer management and financial administration

Purpose:	Financial administration
Information:	Company name, Billing address, Bank details
Legal basis:	Legal obligation
Storage period:	As long as necessary for this purpose

Purpose:	Order Management
Information:	Home address, Delivery address, Billing address, Email, Phone, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose

Purpose:	Handling complaints
Information:	Home address, Delivery address, Billing address, Email, Phone, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number
Legal basis:	Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Invoicing

Information: Home address, Delivery address, Billing address, Email, Phone, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Services

Information: Home address, Email, Financial data, Data necessary to provide the service, Data generated by the service

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Handling complaints

Information: Home address, Email, Financial data, Data necessary to provide the service, Data generated by the service

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Invoicing

Information: Home address, Email, Financial data, Data necessary to provide the service, Data generated by the service

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: CRM

Information: Name, Username, Email, Location, Order history, Social media account, Browser, OS, User ID, Phone, Profile photo

Legal basis: Legitimate interests

importance: Commercial interests

Storage period: As long as necessary for this purpose

Marketing

Purpose: Direct marketing

Information: Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Newsletter

Information: Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Social media marketing

Information: Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests
Interest concerned: Commercial interests
Storage period: As long as necessary for this purpose

Purpose: Loyalty program
Information: Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests
Interest concerned: Commercial interests
Storage period: As long as necessary for this purpose

Website

Purpose: Website analytics
Information: Location
Legal basis: Legitimate interests
Interest concerned: Commercial interests
Storage period: As long as necessary for this purpose

Purpose: Account
Information: Name, Address, Email, Username, Password, User ID, Message content
Legal basis: Necessary for the performance of a contract
Storage period: As long as necessary for this purpose

Purpose: Submitting reviews or messages
Information: Name, Address, Email, Username, Password, User ID, Message content
Legal basis: Necessary for the performance of a contract
Storage period: As long as necessary for this purpose

Purpose: Chat feature
Information: Name, Address, Email, Username, Password, User ID, Message content
Legal basis: Necessary for the performance of a contract
Storage period: As long as necessary for this purpose

Security and fraud prevention

Purpose: Camera surveillance
Information: Security video footage, Security photo footage, Photos, Biometric data
Legal basis: Legitimate interests
Interest concerned: Commercial interests
Storage period: As long as necessary for this purpose

How did we obtain your personal data?

ITwitness has obtained your data because you have provided this data to us. .

What are your rights?

Under the European General Data Protection Regulation you have a number of rights with

regard to your data and the processing thereof:

Access

You may access your personal information and make any necessary changes in your account. If you would like to see which personal data IWitness has obtained about you, you may exercise your right of access by submitting a request to IWitness.

Making changes

If you wish to make changes to the personal information that you have seen as a result of a request for access and you are unable to make the changes yourself in your account, you may request that IWitness makes these changes for you. You may request that IWitness modifies, corrects, supplements, erases or shields your information.

Restriction of processing of personal data

You also have the right, under certain conditions, to ask IWitness to restrict the processing of your personal data.

Right to object

If processing of your data takes place on the grounds of 'legitimate interest' by IWitness or a third party, you have the right to object to that processing.

Portability of data

You have the right to obtain your personal data from IWitness. IWitness will provide this in a structured and commonly used format, which can easily be opened using commonly used digital systems.

Withdrawing consent

When the legal basis for a particular processing is your explicit consent, you have the right to withdraw that consent. This does not affect past processing, but does mean that we will no longer be allowed to process this data in the future. It may also result in IWitness no longer being able to provide you with certain services.

Response from IWitness

A request can be sent to info@iwitness.nl. IWitness will comply with your request as soon as possible and in any case no later than one (1) month after IWitness has received such a request. If IWitness rejects your request, we will indicate in our reply why the request was rejected.

Recipients of your personal data

It is possible that IWitness is required to submit your data to a third party, for example to fulfil a legal obligation.

Transfer to third countries or international organisations

It may be necessary, for instance for technical and operational reasons, to transfer your (personal) data to affiliates of IWitness located outside the European Economic Area. Due to the possibility that the regulations in the area of privacy protection do not offer the same protection as within the European Economic Area, IWitness will use the Privacy Shield or the EU Model Clauses to protect your privacy as much as possible. If that is not possible, IWitness will ask your consent to transfer your (personal) data to countries that do not maintain an adequate protection level. You may withdraw your consent at any time.

What are cookies and how does IWitness use them?

Cookies are small pieces of (text) information that are sent to your browser when you visit the website of IWitness and then stored on the hard disk or in the memory of your device. The cookies placed via IWitness's website cannot damage your device or the files stored on it. With 'cookies', we also mean comparable techniques collecting information, such as device fingerprinting.

Can changes be made to this Privacy Statement?

This Privacy Statement is subject to changes. We therefore advise you to regularly read the Privacy Statement for any such changes.

Questions, remarks, and complaints

If you have any questions regarding this Privacy Statement or the way in which IWitness uses your data, you can send an e-mail to info@iwitness.nl. If you have a complaint about the way your data is processed, please send an e-mail to info@iwitness.nl. Furthermore, you always have the right to contact the competent national data protection authority. In The Netherlands, this is the [Autoriteit Persoonsgegevens](#).