

COOX S NETHERLANDS B.V.

Privacy statement





COOX S Netherlands B.V. (hereinafter referred to as 'COOX S'), located at De Spil 20, 3774 SE Kootwijkerbroek, is responsible for the processing of personal data as outlined in this privacy statement.

Contact Information:

COOX S Netherlands B.V.
De Spil 20
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+31 342 751 120
info@cooxs.nl

The processing of personal data is carried out in compliance with the provisions of the General Data Protection Regulation (hereinafter referred to as 'GDPR').

The personal data we process

COOX S processes your personal data when you use our services and/or when you provide this information to us. Below you will find an overview of the personal data we process:

- First and last name
- Gender
- Address details
- Phone number
- Email address
- IP address
- Other personal data that you actively provide, for example, by creating a profile on our website, in correspondence, and by telephone
- Location data
- Information about your activities on our website
- Data about your browsing activities across various websites (for example, because this company is part of an advertising network)
- Internet browser and device type

Special and/or sensitive personal data we process

COOX S does not process any special categories of personal data as defined in Article 9 of the GDPR.

Personal data of minors

Our website and/or service does not intend to collect data about website visitors who are under the age of 16, unless they have permission from parents or guardians. However, we cannot verify if a visitor is over 16. We therefore advise parents to be involved in the online activities of their children to prevent the collection of data about children without parental consent. If you are convinced that we have collected personal data about a minor without parental consent, please contact us at info@cooxs.nl, and we will remove this information.



For what purposes and on what legal basis we process personal data

- COOX S processes your personal data for the following purposes:
- Handling your payment
- Sending our newsletter
- In order to contact you to perform our services, either by phone or by email
- Informing you about changes to our services and products
- Delivering goods and services to you
- COOX S analyzes your behavior on the website in order to improve the website and to tailor the offering of products and services to your preferences.
- COOX S also processes personal data when we are legally obliged to do so, such as data necessary for our tax return.

On what legal basis we process the personal data

COOX S processes your personal data on the basis of a legal basis mentioned in Article 6 of the General Data Protection Regulation. These bases are:

- a) Consent
- b) Performance of a contract with the Data Subject
- c) Compliance with a legal obligation
- d) Protection of vital interests of the Data Subject or another natural person
- e) Performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- f) Legitimate interests pursued by the Controller or a third party

Legal basis a) applies if COOX S processes your data to send the newsletter. Legal basis b) applies to handling payments, making contact to perform services, providing information about our services and products, and delivering goods and services. Legal basis c) applies if COOX S processes personal data to comply with a legal obligation. Legal basis e) applies to analyzing online behavior on COOX S's website. COOX S's legitimate interest includes marketing, advertising, and research of its own products or services.

How long do we retain your personal data

COOX S does not retain your personal data for longer than is strictly necessary to achieve the purposes for which your data is collected. We retain your personal data for a period of up to two years, except in cases where the law requires us to retain your data for a longer period.

Sharing of personal data with third parties

COOX S does not sell your data to third parties and only provides your personal data to third parties if this is necessary for the performance of our agreement with you or to comply with a legal obligation. We enter into a data processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. COOX S remains responsible for these processing activities.

Cookies, or similar techniques, that we use



COOX S uses functional, analytical, and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet, or smartphone when you first visit our website. COOX S uses cookies with purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work well and to optimize it. Additionally, we place cookies that track your browsing behavior so that we can offer customized content and advertisements. During your first visit to our website, we have already informed you about these cookies and asked for your permission to place them. You can opt out of cookies by setting your internet browser to not store cookies. Additionally, you can delete all previously stored information through your browser settings.

Accessing, correcting, or deleting data

You have the right to access, correct, or delete your personal data. Additionally, you have the right to withdraw any consent for data processing or to object to the processing of your personal data by COOX S, and you have the right to data portability. This means that you can submit a request to us to send the personal data we hold about you in a computer file to you or another organization designated by you. You can send a request for access, correction, deletion, data transfer of your personal data, or a request to withdraw your consent or object to the processing of your personal data to info@cooxs.nl. To ensure that the request for access is made by you, we ask you to send a copy of your identity document along with the request. Please black out your photo, MRZ (machine-readable zone, the strip with numbers at the bottom of the passport), passport number, and Citizen Service Number (BSN) in this copy to protect your privacy. We will respond to your request as soon as possible, but within four weeks. COOX S also wants to inform you that you have the possibility to file a complaint with the national supervisory authority, the Personal Data Authority. This can be done through the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we secure personal data

COOX S takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized alteration. If you have the impression that your data is not properly secured or if there are indications of misuse, please contact our customer service or via info@cooxs.nl.

Data breach

Despite the measures we take and continue to take, it is possible that others may gain unauthorized access to your Personal Data for improper purposes. In this situation, a data breach may occur. We urgently request that you report any such incidents to us via info@cooxs.nl so that we can take immediate action. When making a report, we will ask for as few Personal Data from you as possible. The data we process is used to verify the report, investigate it, and potentially communicate the outcome to you.

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