

Privacy statement

Twence B.V., established on Boldershoekweg 51, 7554 RT in Hengelo, is responsible for the processing of personal data as described in the present privacy statement. In case you have any questions or wish to react to the privacy policy of Twence, please contact:

Twence B.V.

Postbus 870

7550 AW Hengelo

Phone: +31 (0)74 240 44 44

E-mail: privacy@twence.nl

<https://www.twence.nl>

Personal data we process

Twence processes your personal data because you make use of our services and/or because you provide us with them yourself. Below, you can find a summary of the personal data we process:

- First and last name
- Relationship with Twence
- Address information
- Phone number
- E-mail address
- IP address
- Location data
- Information about your activities on our website
- Internet browser and device type

Special and/or sensitive personal data we process

Our website does not have the intention to collect data about website visitors who are younger than 16, unless they have permission from their parents or guardian. We cannot check, however, whether a visitor is older than 16. We therefore advise parents to be involved in the on-line activities of their children, so as to prevent that information is collected on children without parental consent. If you are convinced that we have collected personal data on a minor without such consent, please contact us through privacy@twence.nl, and we will remove this information.

With what purpose and on what grounds we process personal data

Twence processes your personal data for the following purposes:

- To be able to call you or e-mail you if this is necessary to be able to implement our provision of services.

- Twence analyzes your behavior on the website so as to improve the website and adapt the offer of products and services to your preferences.

Automated decision-making

Twence does **not** make decisions based on automated processing regarding matters which can have (considerable) consequences for people. This regards decisions which are taken by computer programs or systems, without a person (for instance a collaborator of Twence) intervening.

How long we keep personal data

Twence does not keep your personal data any longer than is strictly necessary to realize the objectives for which your data are collected. We apply the following retention periods for the following (categories of) personal data:

Data you provide us with yourself so, if so requested, we can contact you:

- First and last name: 1 year
- Relationship with Twence: 1 year
- Address information: 1 year
- Phone number: 1 year
- E-mail address: 1 year

Data to analyze your website behavior:

- IP address: 2 years
- Location data: 2 years
- Information about your activities on our website: 2 years
- Internet browser and device type: 2 years

Sharing of personal data with third parties

Twence does not sell your data to third parties and only provides it if this is necessary for the implementation of our agreement with you or to comply with a legal obligation. With companies which process your data by our order, we conclude a processor agreement to ensure the same level of security and confidentiality for your data. Twence remains responsible for this processing.

Cookies, or comparable techniques, we use

Twence uses technical cookies, functional cookies, and analytical cookies. A cookie is a small text file which is stored on the browser of your PC, tablet, or smartphone upon the first visit to this website. The cookies we use are necessary for the technical functioning of the website and your ease of use. They make sure that the website works properly and remember, for instance, your preferential settings. They also allow us to optimize our website. You can deactivate cookies by choosing the settings on your internet browser in such a manner that it no longer stores cookies. In addition, you can also remove all information which was

previously stored through the settings of your browser. How to do this, you can find out [here](#). In our cookie policy, you can find a summary of the cookies we use and what the expiry terms of these cookies are.

Peruse, modify, or remove data

You have the right to peruse, correct, or remove your personal data. In addition, you have the right to withdraw the permission for the processing of data you may have given, or to object against the processing of your personal data by Twence and you have the right to the transferability of data. That means that you can submit a request to us to forward the personal data we have on you in a computer file to you or to another organization as indicated by you. You can send a request for perusal, correction, removal, data transferability of your personal data or a request for the withdrawal of your consent or an objection against the processing of your personal data to info@twence.nl. To make sure that the request for perusal was made by you, we ask you to attach a copy of your ID to the request. Black out your picture, passport number, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), and social security number (or BSN) in this copy. This, to protect your privacy. We react as soon as possible, but within four weeks, to your request. Twence wishes to point out to you as well, that you have the possibility to file a complaint with the national monitoring agency, 'Autoriteit Persoonsgegevens'. You can do so through the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we secure personal data

Twence takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, undesired disclosure and unlawful modification. If you have the impression that your data is not well protected or there are indications of abuse, please contact us through info@twence.nl.