

Solved Nederland Privacy Statement

Why a privacy statement?

For the services we provide to you, we need to process your personal details. We believe your privacy is very important and we will handle your personal details confidentially and treat them carefully. Personal details will be processed in compliance with the legal requirements set out in the Privacy Law (Wet bescherming persoonsgegevens), and since 25 May 2018, also in the General Data Protection Regulation. In this privacy statement we aim to give you further information about how we will handle your personal details.

Scope of privacy statement

In this privacy statement we provide information about the processing of personal details by, or on behalf of, Solved, and it applies only to the use of the personal details of our customers and visitors to our website.

This privacy statement does not apply to third-party websites, such as websites for apps to whom Solved has links on its website or in its emails. For more information about those you should read the privacy statements of those websites or apps.

Role of Solved

Solved is the data controller in the meaning of the Privacy Law and – since 25 May 2018 – the General Data Protection Regulation. In this privacy statement we provide information about the collection and processing of personal data by or on behalf of Solved.¹ Solved is registered with the Chamber of Commerce under number 30226401. Solved has its registered office at Koninginneweg 152, 1075EE Amsterdam, and can be reached through the email address info@solved.nl or by phone on +31 (0)20 670 8090.

How do we collect personal details? Solved may receive information from you in the following ways:

- **Directly from you:** for example when you sign an agreement or contract with us, if you contact us by email, phone or on paper, or when you complete a form on our website, for example if you sign up to receive our tips.
- **Via our website:** in order to carry out, improve and register our services, we collect various pieces of data via our website, including by the use of cookies.

Which personal details do we collect?

Solved may process personal details about you, because you are using services provided by Solved, and/or because you provided these by filling in a contact form on the Solved website. Solved may process the following personal details:¹

- **Contact and account details,** such as the name, address, phone number, email address and login details you provide. This also applied to contact details, for example, in an email database that you provided to us.
- **Payment and invoice data,** if you have entered into an agreement or contract with us then we need your bank details to process financial transactions.
- **Website details** such as IP-address, traffic and location data and information about the use of our website(s).

Why do we collect your personal details?

Solved uses the personal details it acquires, firstly to perform any contract we have with the customer in the context of marketing, and also for our internal administration. More specifically, we request that you share your personal details with us for the following purposes:

- In order to initiate, maintain and improve the contractual relationship with our (potential) customers, or to improve their services and products.
- To comply with and execute legal requirements.

Solved may send tips by email. If you no longer want to receive a newsletter, then you can use the cancellation option at the end of the newsletter.

Personal details are not used for any other purposes than those described above.

What cookies do we use?

Our website uses cookies that store technical information. Cookies are small data files that a website places on your device to allow your activity on our website to be tracked. Cookies may either be placed by Solved itself, or by other parties with whom Solved collaborates. In our cookie policy you will find an overview of the types of cookies that may be created by the Solved website.

What are your rights?

You need to check for yourself that Solved has the correct personal details for you. Using the email address info@solved.nl, you can submit a written objection to certain data being used by Solved, or you may request to view, correct and/or delete your (personal) data. On submission of a written request, the corrections you requested will be processed. Solved will react to your request as rapidly as possible, and in any case within one month.

Complaints about the use of personal data can be sent to Solved or to the Personal Data Authority.¹

How do we secure your personal details?

Solved takes the protection of personal data extremely seriously and takes appropriate physical, administrative, organizational, and technical measures to combat the abuse, loss, unauthorized access to, or the accidental publication or unapproved amendment of data. If you believe that your personal data is not properly secured or if there are indications of abuse, or if you would like to have more information about the security of your personal data, then you can contact Solved by email at info@solved.nl

Amendments

We may amend our privacy policy. Amendments to our privacy will be reflected in this privacy statement. We therefore recommend that you regularly check our current privacy statement to check for amendments.

Questions, comments, complaints

If you have questions, comments or complaints relating to this privacy statement or about the way in which Solved processes your personal details, then you can contact us by email at info@solved.nl.