

Privacy & Cookie Statement

Privacy Statement

Ictual N.V. with its registered office on Curaçao, is responsible for the data processing as stated in this privacy statement.

Contact details:

Ictual N.V.

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E: info@ictual.com

Personal data we process

Ictual N.V. processes your personal data because you use our services and/or because you provide these data to us. Below is an overview of all the personal data we process:

- First and last name
- Gender
- Date of birth
- Address details, country
- Language
- Telephone number
- Email address
- IP address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone.
- Location data
- Data about your activities on our website
- Internet browser and device type
- Bank account number

Special and/or sensitive personal data we process

Our website and/or service has no intention of collecting data about website visitors who are younger than 16 years of age, unless they have permission from parents or guardians.

However, we cannot check whether a visitor is over 16 years of age. We recommend, therefore, that parents are involved in their children's online activities in order to prevent data from being collected about children without parental consent. If you believe that we have collected personal data about a minor without consent, please contact us at info@ictual.com and we will delete that data.

For what purpose and on what basis do we process personal data?

Ictual N.V. processes your personal data for the following purposes:

- To send you our newsletter
- To call or email you if this is necessary to perform our services
- To inform you about changes to our services and products
- To deliver goods and services to you
- Ictual N.V. analyses your behaviour on the website in order to improve the website and to tailor the range of products and services to your preferences.

- Ictual N.V. tracks your browsing behaviour on various websites, which allows us to tailor our products and services to your needs.
- Ictual N.V. also processes personal data if we are legally obliged to do so, such as data we need for our tax return.

How long do we store personal data for?

Ictual N.V. stores your personal data for no longer than is strictly necessary to achieve the purposes for which your data are collected. We apply the following retention periods for the following (categories of) personal data:

Personal Data	Reason	Retention period
First and last name	To address you appropriately when returning your call or sending you a message by email or by post	Indefinite period
Gender	To be able to address you appropriately	Indefinite period
Address details	To send you messages by post if necessary	Indefinite period
Date of birth	To execute an order	Indefinite period
Telephone number	To call you in special cases	Indefinite period
Bank account number	To process your payments or any refunds	Indefinite period
Email address	To reply to you or, if you have given your consent, to send you our newsletter	Indefinite period
IP address	To determine your location when you visit the website	Indefinite period
Location data	To determine the transport costs	Indefinite period
Data about your activities on our website	For analysis for the purpose of website optimisation	50 months
Internet browser/device type	For analysis for the purpose of website optimisation	50 months

Sharing personal data with third parties

Ictual N.V. only provides personal data to third parties if this is necessary for the performance of the agreement with you, or in order to comply with a legal obligation.

Cookies, or similar technologies, we use

Ictual N.V. 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 visit this website for the first time. Ictual N.V. uses cookies with a purely technical functionality. They ensure that the website functions properly and that your preferred settings, for example, are remembered. These cookies are also used to make the website function properly and to optimise it. In addition, we place cookies that track your browsing behaviour so that we can offer you tailored content and advertisements. When you visited our website for the first time, we informed you about these cookies and asked you for your consent to place them. You can opt out of cookies by changing the settings of your internet browser so that it no longer stores cookies. In addition, you can delete all information previously stored through your browser's settings. For more information, see the various websites listed at the bottom of this Cookie

Statement. Cookies are also placed on this website by third parties. These include advertisers and/or social media companies.

For more information about cookies, please see our Cookie Statement.

Statistical research

Ictual N.V.

Ictual N.V. aims to provide you with websites and/or applications of the highest quality. This requires Ictual N.V. to conduct regular statistical research, allowing it to make changes to its websites and/or applications, where necessary.

Ictual N.V. may use your data for this statistical research. Only specially designated employees of Ictual N.V. have access to your data for this purpose. The results of the research are always aggregated. This means that the data in the research results cannot be traced back to you personally.

Access, modify or delete data

You have the right to access, correct or delete your personal data. In addition, you have the right to withdraw any consent for the data processing or to object to the processing of your personal data by Ictual N.V. and you have the right to data transferability. This means that you may submit a request to us to send the personal data that we have about you in a computer file to you or to another organisation you have specified. You may send a request for access, correction, deletion, data transfer of your personal data or a request for the withdrawal of your consent or objection to the processing of your personal data to **E-mail** would also like to point out that you have the option of lodging a [complaint](#)¹ with the national supervisory authority, the Data Protection Authority.

How we secure personal data

Ictual N.V. is committed to the protection of your data and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised alteration. If you feel that your data are not secure, or if there are indications of misuse, please contact us at **E-MAIL**

Ictual N.V. has taken the following measures to protect your personal data:

- Security software, such as a virus scanner and firewall.
- TLS (formerly SSL). We send your data via a secure internet connection. You can tell by the "https" address bar and the padlock in the address bar.

Questions?

If you have any questions about this Cookie & Privacy Statement, please send us a message using the [contact form](#)².

Cookie Statement

What is a cookie?

¹ Link to: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

² Link to: the contact page or the page with the contact form.

We make use of cookies on this website. A cookie is a small simple file that is sent with pages of this website [and/or Flash applications] and stored by your browser on the hard drive of your computer. The information stored therein may be returned to our servers on a subsequent visit.

Which cookies does Ictual N.V. use and for what purpose?

Use of necessary cookies

The use of a necessary cookie enables us to recognise you when you visit our website again. The website can therefore be specially tailored to your preferences. If you have given permission for the placing of cookies, we can also remember this by means of a cookie. This way, you do not have to reselect your preferences, saving you time and making the use of our website more pleasant. You can delete necessary cookies via the settings of your browser.

Use of session cookies

By using a session cookie we can see which parts of the website you have viewed during this visit. This enables us to adapt our service as much as possible to the browsing behaviour of our visitors. These cookies are automatically deleted once you close your web browser.

Our own tracking cookies

With your consent, we place a cookie on your equipment, which can be retrieved as soon as you visit a website from our network. This enables us to know that, in addition to our website, you have also visited the relevant other website(s) from our network. The profile created as a result is not linked to your name, address, email address and the like, but only serves to tailor advertisements to your profile, so that they are as relevant as possible for you.

Tracking cookies from our advertisers

With your consent, our advertisers place tracking cookies on your equipment. They use these cookies to keep track of the pages from their network you visit, in order to create a profile of your online browsing behaviour. This profile is partly created on the basis of comparable data they receive from your visit to other websites in their network. This profile is not linked to your name, address, email address and the like, as known to us, but only serves to tailor advertisements to your profile, so that they are as relevant as possible for you.

Google Analytics

Our website is used to place a cookie belonging to the US firm Google, as part of the Analytics services. We use this service to keep track of and receive reports on how visitors use the website. Google may disclose these data to third parties in the event that it is legally obliged to do so, or insofar as third parties process data on its behalf. We have no influence on this. We have not given Google permission to use the obtained analytics information for other Google services.

The information Google collects is anonymised to the extent possible. By default, your IP address is not included. If you give your consent for the use of your IP address, your website visit will be registered up to the level of place of residence. The collected data are transferred to and stored by Google on servers in the United States. Google abides by the Privacy Shield principles and is a member of the Privacy Shield programme of the U.S. Department of Commerce. This implies an adequate level of protection for the processing of any personal data.

Social plug-ins

Our website contains buttons to promote ("like") or share ("tweet") web pages on social networks such as Facebook and Twitter. These buttons work by means of pieces of code that come from Facebook, Twitter or other social media platforms. Cookies are placed by this code. We have no influence on that. Please read the privacy statements of Facebook, Twitter and other social media platforms (which may be regularly amended) to learn what they do with your (personal) data they process by means of these cookies.

The data they collect are anonymised to the extent possible. The data are transferred to and stored by Twitter, Facebook, Google + and LinkedIn on servers in the United States. LinkedIn,

Twitter, Facebook and Google + commit to the Privacy Shield principles and are affiliated with the Privacy Shield programme of the U.S. Department of Commerce. This implies an adequate level of protection for the processing of any personal data.

Cookies placed

The following cookies are placed from <https://ictual.com/>

<u>Cookie</u>	<u>Source</u>	<u>Purpose</u>	<u>Expiry</u>
_ga	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website	2 years
_gat	Google	Used to throttle request rate	session
_gid	Google	Registratie hoe bezoekers de website gebruiken	session
collect	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website	session
yt-remote-session-name	YouTube	Stores the user's videoplayer preferences using embedded YouTube video	session

Right to access and rectification or erasure of your data

You have the right to request access to and rectification or erasure of your data. For more information, please see our contact page. To prevent abuse we may request you to identify yourself adequately. In the case of access to personal data linked to a cookie, you must submit a copy of the relevant cookie together with your request. You can find this in your browser settings.

Enabling, disabling and deleting cookies

More information about enabling, disabling and deleting cookies in your browser can be found in the instructions and/or by using the Help function of your browser.

You can easily [change](#)³ the cookie preferences you chose when you first visited the website.

Deleting tracking cookies placed by third parties

Some tracking cookies are placed by third parties that display advertisements to you via our website, among other things. You can delete these cookies centrally via Your Online Choices (website: see under More information about cookies), so that they are not placed again on a third-party website.

MORE INFORMATION ABOUT COOKIES?

You can find more information about cookies on the following websites:

IAB Europe: [Background European Cookie Act](#)

Your Online Choices: [A guide to online behavioural advertising](#)

Questions?

If you have any questions about this Privacy and Cookie Statement, you can send us a message using the [contact form](#).

³ Link, containing a special code, to the same page: */cookie-privacy statement* (By clicking on "change" the cookie notification will be shown again and the website visitor can again indicate his preference.