

Article 23 Privacy statement

Data controller

The one-man business 24letters, registered under Chamber of Commerce number: 77461908, is responsible for the processing of personal data as intended in article 4 section 7 of the General Data Protection Regulation (the 'GDPR').

When do we process your personal data?

24letters processes your personal data when you request a quotation, when you make use of our services, or when you purchase a product from us.

What personal data do we process?

- Your company name or name and last name
- Your Chamber of Commerce number, VAT-ID number, and sales tax number
- Your address and place of establishment or residence (location data)
- Your phone number
- Your e-mail address(es)
- Payment information
- Your bank account details in the matter of payments

Grounds for the processing of your personal data

When you request a quotation, we process your personal data with your consent as intended in article 6 section 1 sub a of the GDPR.

When you purchase products or services from us, we process your personal data because it is required for the implementation of the agreement as intended in article 6 section 1 b of the GDPR.

With what purpose do we process your personal data?

Your personal data is processed with no other purpose than to render possible our provision of services, which includes the forwarding of quotation(s) and the delivery of our services and/or products.

Retention period

Collected personal data is kept no longer than is strictly necessary. Pursuant to article 52 section 7 of the law on national taxes 'Algemene Wet Rijksbelasting', administrative data must in any event be kept for 7 years. After expiry of this term, the personal data is destroyed.

Automated decision-making

24letters does not make use of automated decision-making or profiling.

Your rights under the GDPR:

- The right of perusal.
You have the right to peruse the personal data that concerns you and that we have at our disposal.
- You have the right to correct your personal data.
Do we have personal data of yours but it is incorrect? In that case, you have the right to have such corrected.
- The right of removal.
If the processing of your personal data is not justified (any longer), then you have the right to have such personal data removed.
- The right to data portability.
You have the right to data portability. That means that you can submit a request to have the personal data we have forwarded to you or to a different organization.
- The right to withdraw your consent.

You have the right at all times to withdraw your permission for the processing of your personal data, without such having consequences for the legitimacy of the processing that took place before the withdrawal of the permission.

Submitting a request for perusal, correction, removal, or data portability

You can submit a request for the perusal, correction, removal, or transfer of your personal data by sending an e-mail with this request to privacy@24letters.com.

To be able to verify your identity before carrying out the request, we ask you to attach a copy of your ID to your request. Black out the bar with numbers at the bottom in this copy of your passport or ID, the MRZ (Machine Readable Zone), as well as the passport number and social security number 'Burgerservicenummer' (BSN). This is to protect your privacy.

Provision of personal data to third parties

For its accounts, 24letters makes use of the services of Moneybird. To ensure adequate security and confidentiality of data, 24letters has concluded a processor agreement with Moneybird. In view thereof, Moneybird has access to customer information, being: company names, first and last names, addresses, postcodes, places of residence and establishment, e-mail addresses to which quotations and invoices are sent by 24letters, Chamber of Commerce numbers, VAT-ID numbers, sales tax numbers, phone numbers, customer numbers, and bank account numbers.

24letters in addition makes use of the services of HEY.com, an enterprise established in the United States (US) as regards the processing and storage of both incoming and outgoing e-mail traffic. To ensure an adequate security and confidentiality of data, 24letters has concluded a processor agreement with HEY.com. HEY.com has access to data, specifically: incoming and outgoing e-mails, sent to and by 24letters. As HEY.com is established in the US, this information is available outside Europe. To the extent 24letters is able to verify, HEY.com is compliant with the regulations that flow from the GDPR. Explanations in this area can be found on the website: <https://www.hey.com/policies/privacy/regulations/>.

Security

24letters has taken appropriate technical and organizational measures to protect the personal data against loss, theft, or any form of unauthorized processing. Do you have comments on the security of the personal data, do you have a security issue, or have you identified abuse? In that case, please contact us as soon as possible via security@24letters.com.

Complaints about your privacy

If you have a complaint with regard to our privacy policy or the way we handle your personal data, you can address us by e-mail via privacy@24letters.com.

Are you unable to reach an understanding with us? In that case, you have the right to submit a complaint to the oversight authority 'Autoriteit Persoonsgegevens'. This is possible via the following link:

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