

Privacy statement

As a customer, you trust us and our services. Now 'trust' and 'confidentiality' belong to the core values of our services. This also applies, of course, to the privacy of the personal data that is entrusted to us or otherwise known to us.

We consider that it is of the utmost importance to protect your privacy under all circumstances. Our responsibility in this area is reflected in the privacy statement below. In that statement we explain what data we collect and use, in which way and for what purpose we do.

Moreover, we are only the 'deliveryman' of the mail traffic between sender and recipient: at no point in the process we can take note of the contents of a E-Registered Mail.

Our privacy statement is based on the general Data Protection Regulation (GDPR) and in particular the Dutch interpretation, the Algemene Verordening Gegevensbescherming (AVG).

With 'we' and 'our' in the above we mean our company, Aangetekend B.V., Computerweg 5 in 3542 DP Utrecht (The Netherlands); Dutch Chamber of Commerce number 52455289 (hereinafter referred to as 'Aangetekend B.V.').

All information about our services can be found at:

- www.e-registeredmail.com
- www.aangetekendmailen.nl
- www.digitaalaangetekend.be
- www.recommendedigital.be
- www.e-mailcertificado.eu

Applicability

This privacy statement applies to all privacy-sensitive information or personal data that you provide to us orally or in writing, for example via a request for further information, contact form or orders you place with us.

As stated above, we attach great importance to the privacy of our (potential) customers and therefore exercise the utmost care in handling and protecting personal data. We process data in accordance with the conditions set in the General Data Protection Regulation (GDPR).

Aangetekend B.V. is responsible within the meaning of the GDPR regarding the processing of your personal data. This means that only we determine which personal data are processed, with what purpose and in what way. We are responsible for ensuring that your personal data is processed in a proper and careful manner in accordance with the GDPR.

Overview of personal data

Below is an overview of the personal data we process:

- E-mail address

- IP address of a website visitor
- Geo location
- Date of birth (only in combination with the use of e-identification)
- Residence (only in combination with the use of e-identification)
- Telephone number (only with a commercial info request)

Purpose and principles of processing personal data

By agreeing to this privacy statement, you expressly consent for the processing of your personal data for the purposes listed below. You may revoke this permission at any time. However, if you do not provide us with certain information or do not allow us to process it, we may not be able to serve you well.

If you have not given us explicit permission to process your personal data or if you have revoked this consent, the processing of your personal data may be based on the principles of the GDPR / AVG. In that case, processing of your personal data may take place without your permission, provided that this is necessary for the execution of an agreement in which you are or becomes a party, or necessary for the representation of the legitimate interests of Aangetekend B.V. In addition, we may have a legal obligation on us to process your personal data.

We process your personal data for the following purposes:

- Logging in and verifying / authenticating users of the service;
- Communication between us and the customers;
- Monitoring and auditing the service;
- Analyzing statistics and optimizing the service.
- Sending our newsletter;
- To be able to call or email you if necessary to implement our services;
- Inform you about changes to our services and products.

We do not store your personal data for longer than is strictly necessary to realize the purposes for which your data is collected.

Provide data to third parties

We may only share your personal data with third parties if it's compatible with the above mentioned objectives. Disclosure to third parties may be necessary for the execution of the agreement that we conclude with you, are necessary for the representation of a legitimate interest of us, or are necessary to comply with any legal obligation that rested on us. With companies that process your data in our order, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. However, we remain responsible for these processing operations.

Apart from the above situations, we will only provide your personal data to other third parties with your explicit consent.

Commercial purposes

We may use your personal data to provide you with further information about our services. In that case, you will only be informed at the e-mail address you have registered. If you do not wish to receive information about relevant products or services, you can simply indicate this by clicking on "unsubscribe" in the received newsletter.

Your personal data is also used by us for the optimization of our services. Your personal data are anonymised in that context and are therefore no longer traceable to you.

Your data will not be sold or shared with third parties for commercial purposes, unless you give your explicit permission for this.

Cookies

A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit our website. You can opt out of these cookies by setting your internet browser in such a way that it does not store cookies anymore. In addition, you can also delete all information previously saved via the settings of your browser.

We use the following cookies:

- **Functional Cookies:** these are cookies that are necessary for the technical functioning of the website and your ease of use. They make sure that the website works properly and, for example, remember your preference settings. We can also optimize our website with this. These are analytical cookies that do not infringe your privacy for which we do not require prior consent from you.
- **Tracking Cookies:** we place cookies that keep track of your surfing habits so we can offer customized content and advertisements. On your first visit to our website we have already informed you about these cookies and asked for permission for their placement. You can opt out of cookies by setting your internet browser so that it does not store cookies anymore. In addition, you can also delete any information previously saved through your browser's settings.
- **Google Analytics:** cookies are placed on this website by the American company Google as part of the "Analytics" service. Registered B.V. uses this service to get reports on how the website is used and to measure its quality and effectiveness. We use Google Analytics in the manner prescribed by the Dutch Data Protection Authority to be covered by the exception in the

cookie law, which means that we do not require prior permission from you for the use of Google Analytics.

- Google Adwords

We use Google Analytics to analyze data from AdWords for statistical purposes in marketing campaigns.

The use of this data that is collected via the Google AdWords cookies is, with respect to Aangetekend B.V. handled exclusively in accordance with this Privacy Statement and in addition to the use by Google under the privacy policy of Google (see also: <http://www.google.com/policies/privacy/>).

- Hotjar

To improve the user experience on our website, we use the Hotjar software. By means of this software we can measure and evaluate the behavior of users on our website.

[View, correct, or delete](#)

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to data processing or to object to the processing of your personal data.

You have the right to data portability ('data portability') if we have digital personal data that we process or process with your permission to execute an agreement that we have concluded with you. This means that you can submit a request to us to send the digital personal data that we keep from you in a readable computer file to you or another organization mentioned by you, with the approval of our direct customer.

You may send a request for iaccess, correction, deletion, data transfer of your personal data or request for withdrawal of your consent or objection to the processing of your personal data to info@aangetekendmailen.nl

To ensure that the request for access has been made by you, we ask you to send a copy of your identity document with the request. In this copy, make your photograph, the machine readable zone (MRZ either the strip with numbers at the bottom of the passport), the passport number and the Citizen Service Number black. This to protect your privacy. We will respond to your request as soon as possible.

We would also like to point out that you always have the opportunity to file a complaint with the Dutch regulator, the Autoriteit Persoonsgegevens.

[Third party websites](#)

This statement does not apply to third party websites that may be visited by means of links from our website. In fact, we cannot guarantee that these third parties handle your personal data in a reliable or secure manner.

Changes to this privacy statement

We reserve the right to make changes to this statement. If we modify this statement, we will report it on our website.

Contact

We take the protection of your data extremely seriously and take appropriate measures to prevent misuse, loss, unauthorized access, unsolicited disclosure and unauthorized alteration. However, if you have the impression that your data is not properly protected or there are indications of misuse, please contact us directly. Our contact details can be found on our website www.aangetekendmailen.nl