

# THE TWELVE B.V.

## Privacy statement

The Twelve B.V., located at De Wittenkade 117, 1052 DC AMSTERDAM, the Netherlands, is responsible for the processing of personal data as shown in this privacy statement.

### Contact details

<https://www.thetwelve.eu>

De Wittenkade 117, 1052 DC AMSTERDAM, The Netherlands

Phone: 0031206842533

K.B. Drenth is the Data Protection Officer of The Twelve B.V.

She can be reached via [info@thetwelve.eu](mailto:info@thetwelve.eu)

### Personal data that we process

The Twelve B.V. processes your personal data because you use our services and/or because you provide it to us yourself.

Below you will find an overview of the personal data we process:

- First and last name
- Address data
- Phone number
- E-mail address
- Bank account number

### Special and/or sensitive personal data that we process

Our website and/or service does not intend to collect data about website visitors under the age of 16. Unless they have parental or guardian consent. However, we cannot check whether a visitor is older than 16. We therefore advise parents to be involved in the online activities of their children, in order to prevent data about children from being collected without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us at [info@thetwelve.eu](mailto:info@thetwelve.eu) and we will delete this information.

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

The Twelve B.V. processes your personal data for the following purposes:

- Handling your payment
- To be able to call or e-mail you if this is necessary to carry out our services
- To inform you about changes to our services and products
- To offer you the possibility to create an account

### Automated decision making

The Twelve B.V. does not use automated decision-making.

### How long we store personal data

The Twelve B.V. does not store your personal data longer than is strictly necessary to achieve the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

- From the moment of registration/agreement until the contract has been terminated and the invoices have been paid.
- If tax legislation obliges us to store certain data for 7 years, we will comply with this. We will immediately delete the relevant data after this period has expired.

### Sharing personal data with third parties

# THE TWELVE B.V.

The Twelve B.V. does not sell your data to third parties and only provides it if this is necessary for the execution of our agreement with you or to comply with a legal obligation. We conclude a processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. The Twelve B.V. remains responsible for these processing operations.

## **Cookies, or similar techniques**

The Twelve B.V. does not use cookies or similar techniques.

## **View, modify or delete data**

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by The Twelve B.V. and you have the right to data portability. This means that you can submit a request to us to send the personal data we hold about you in a computer file to you or another organization mentioned by you.

You can send a request for access, 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@thetwelve.eu](mailto:info@thetwelve.eu).

To ensure that the request for inspection has been made by you, we ask you to enclose a copy of your proof of identity with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy. We will respond to your request as quickly as possible, but within four weeks.

The Twelve B.V. would also like to point out that you have the option of submitting a complaint to the national supervisory authority, the Dutch Data Protection Authority. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

## **How we secure personal data**

The Twelve B.V. takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of abuse, please contact our customer service or via [info@thetwelve.eu](mailto:info@thetwelve.eu). The Twelve B.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 see this in the address bar 'https' and the padlock in the address bar.
- DNSSEC is an extra security (in addition to DNS) for converting a domain name (#company\_website) to the associated IP address (server name); it is provided with a digital signature. You can have that signature checked automatically. In this way we prevent you from being redirected to a false IP address.