

## PRIVACYVERKLARING

### 1. Who we are

Moving Humans v.o.f.  
Mattenbiesstraat 114  
1087 ER Amsterdam  
connect@movinghumans.com  
+31613892150

### 2. How we handle personal data

Through our website, privacy-sensitive data, or personal data, are processed. We consider careful handling of personal data to be of great importance. Therefore, personal data are processed and secured by us with care.

In our processing, we adhere to the requirements set by privacy legislation. This means, among other things, that:

- we clearly state the purposes for which we process personal data
- we limit our collection of personal data to only those necessary for legitimate purposes
- we first ask for explicit consent to process your personal data in cases where your consent is required
- we implement appropriate security measures to protect your personal data and also require third parties processing personal data on our behalf to do the same
- we respect your right to request access to, correct, or delete your personal data

### 3. Personal data we process

Moving Humans processes your personal data because you use our services and/or because you provide them to us yourself. Below you will find an overview of the personal data we process:

- Contact details
- Phone number
- Email address
- Payment details
- IP address

These data are processed solely based on the purposes and legal bases mentioned in paragraph 4.

#### **4. For what purpose do we process personal data?**

Moving Humans processes your personal data for the following purposes:

- handling transactions
- sending out our newsletter
- contacting you via phone or email if necessary to carry out our services
- informing you about (changes to) our services and products
- providing you with the opportunity to create an account
- handling complaints through our website
- sending you information about your account and orders
- responding to your requests, including refunds and complaints
- processing payments and preventing fraud
- setting up your account for our webshop
- meeting all legal obligations we have, such as calculating taxes

#### **5. Register My Account**

For certain parts of our website (such as My Account), you need to register first. After registration, we store the username you've chosen and the personal data you've provided, so you don't have to enter them again each time and so we can contact you for the fulfilment of the agreement.

#### **6. Contact form**

Through our website, we offer the option to fill out a contact form and ask questions. You are asked to fill in various details so that we can handle and/or respond to your inquiry. You choose which data to provide. The data you send to us are kept for as long as necessary for the complete answering and handling thereof. After that, we retain the data for statistical purposes for a maximum of one year.

#### **7. Newsletter**

We offer a newsletter through which we share relevant information, updates, and insights with you. You can subscribe to it via the website. Your email address will be automatically added to the list of subscribers. Additionally, each newsletter contains a link through which you can unsubscribe.

## **8. How long do we retain personal data?**

Moving Humans does not retain your personal data longer than strictly necessary for the purposes for which your data were collected. The data will be erased when they are no longer needed for the purposes for which your data were collected, unless there is a legal obligation requiring longer retention (such as the seven-year fiscal retention obligation for payment data).

## **9. Sharing personal data with third parties**

Moving Humans shares your personal data with carefully selected third parties if this is necessary for the performance of the agreement and/or to comply with any legal obligation. We enter into a data processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. Moving Humans remains responsible for these processing activities. This includes external service providers such as accountants, financial service providers, website and application support, and debt collection agencies.

## **10. Payments**

For processing payments, we utilize payment providers such as Mollie and PayPal. During this process, information necessary for processing or supporting the payment is transferred, including the total purchase amount, invoice details, and account information for refunds.

## **11. Cookies and similar technologies**

Moving Humans 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 first visit our website. Moving Humans uses cookies with purely technical functionality. These ensure that the website works properly and that, for example, your preferences are remembered. In addition, we place cookies that track your browsing behavior so that we can offer personalized content and advertisements. During your first visit to our website, we informed you about these cookies and asked for your consent to place them. You can opt out of cookies by setting your internet browser to not store cookies anymore.

## **12. Third-party cookies**

On our website, third-party cookies may also be placed by third parties such as advertisers and/or social media companies like LinkedIn. During your first visit to our website, we informed you about these cookies and asked for your consent to place them. You can delete already placed cookies via your browser settings.

## **13. Google Analytics**

We use Google Analytics to track how visitors use our website. We have entered into a data processing agreement with Google that includes agreements on how our data is handled. Furthermore, we have not granted Google permission to use the analytics information obtained for other Google services, and we anonymize IP addresses.

## **14. Accessing, modifying, or deleting data**

You have the right to access, correct, or delete your personal data. Additionally, you have the right to withdraw any consent you have given for the processing of your personal data by Moving Humans. You can also request a data transfer for data that we use with your consent, or provide a motivated request to restrict the processing of personal data by us.

You can send a request for access, correction, deletion, data transfer of your personal data, or a request to withdraw your consent or objection to the processing of your personal data to [connect@movinghumans.com](mailto:connect@movinghumans.com).

To ensure that the request for access is made by you, we ask you to adequately identify yourself. We will respond as soon as possible, but no later than within two weeks, to your request.

## **15. Personal Data Authority**

Of course, we are happy to assist you if you have any complaints about the processing of your personal data. Under privacy legislation, you also have the right to lodge a complaint with the Dutch DPA (Autoriteit Persoonsgegevens) regarding these processing activities. You can contact the DPA via the following link (only available in Dutch):

[autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons](https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons).

## **16. Security of personal data**

Moving Humans takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized alteration. If you believe that your data is not properly secured or if there are indications of misuse, please contact us at [connect@movinghumans.com](mailto:connect@movinghumans.com).

## **17. Changes to this privacy statement**

We reserve the right to make changes to this privacy statement. It is recommended to consult this privacy statement regularly so that you are aware of these changes.

