

# Privacy policy

We understand that you place your trust in us. Knowledge, expertise, professionalism, and trust are key pillars of Flexado. Therefore, we see it as our responsibility to protect your privacy and inform you about how we do so. On this page, you can read which data we collect when you use the website and/or services of Flexado B.V. (hereinafter: "Flexado" or "we") and why we collect this data. We respect the privacy of all users of our website and services and ensure that the personal information you provide to us is handled confidentially. We operate in accordance with the General Data Protection Regulation (GDPR).

## 1. Who is Flexado and to whom does this privacy policy apply?

Flexado is a private limited company, headquartered in Uden and registered with the Dutch Chamber of Commerce under number 53180712. You can reach us by phone at +31(0)85 303 2500 or by email at [hello@flexado.com](mailto:hello@flexado.com).

This privacy policy applies to:

- customers and business relations of Flexado;
- potential customers and business relations with whom Flexado has had or intends to establish contact;
- visitors of Flexado's websites;
- recipients of Flexado's newsletters and emails;
- all other individuals who contact Flexado or whose personal data Flexado processes (excluding Flexado employees).

## 2. What personal data does Flexado collect and process?

On our websites ([\(sub\).flexado.com](http://(sub).flexado.com)), you can explore the services and products we offer and subscribe to a suitable service or product. This can also be done later via email, Myflexado, or in our office. When you sign up for one of our services or products, we ask you to provide the following personal data:

### Your personal data:

- Name, address, and place of residence (NAW data)
- Gender
- Phone number
- Email address
- If applicable: ID / Passport / Driver's license

### Your company data:

- Legal entity type
  - Company name
  - Chamber of Commerce (KvK) number
  - Invoice address
  - Postal code and city
  - Email address
  - If applicable: UBO declaration
  - IBAN and account holder name
- Ultimate Beneficial Owner (UBO)

When you send emails or other messages to us, such as through a form on our website, we store these messages. Sometimes, we may ask for additional personal data relevant to your request to assist you more effectively. Data is stored on a secured server owned by Flexado or a third party with whom we have a data processing agreement. We process personal data that you provide directly, data generated during your visit to our website or when reading our newsletters, and data obtained from other sources.

## 3. For what purposes and legal grounds are the data used?

Your data is processed for the following purposes:

- Executing an agreement in which you are a party.
- Fulfilling legal obligations.
- Protecting the legitimate interests of Flexado.
- Sending information about our products and services (marketing purposes).
- Responding to questions and/or complaints and improving the website.
- Providing information to third parties when you have given permission or when required by law.

If you no longer wish to receive emails from Flexado, you can unsubscribe by sending an email to [hello@flexado.com](mailto:hello@flexado.com).

## 4. How long does flexado retain personal data?

Your personal data is carefully stored and retained no longer than necessary for the purpose for which it was collected. Unless we are legally required to retain data for a longer period, we adhere to statutory retention periods.

## 5. Where are your personal data stored?

Your data is stored on secured servers of Flexado and third parties, such as Flexwebhosting B.V. For some data processing activities, we engage external ser- vice providers. We enter into data processing agreements with these parties in compliance with the GDPR.

## 6. How is your personal information protected?

We have implemented technical and organizational measures to protect your personal data against loss or unlawful processing. Our website is well-secured (e.g., with HTTPS), and we use professional systems from Zoho with personal passwords that are regularly updated. Where applicable, paper records are securely stored and only accessible to authorized personnel. Would you like more information about our security measures? Contact us at [hello@flexado.com](mailto:hello@flexado.com).

## 7. Cookies

Our website uses cookies to enhance the user experience and collect information about website usage. We use Google and Zoho, where data is processed anonymously. You can block or delete cookies in your browser settings.

## 8. Access, correction, and transferability of your data

Would you like to know what data we have stored about you? You can request access to your data by emailing [hello@flexado.com](mailto:hello@flexado.com). We will respond within four weeks. If you wish to modify, correct, supplement, delete, or restrict your data, you can also submit a request. Additionally, you have the right to receive the personal data you have provided in a structured, commonly used, and machine-readable format and transfer it. You can submit this request to [hello@flexado.com](mailto:hello@flexado.com).

## 9. Can this privacy policy be changed?

Yes, this privacy policy may be updated. As developments progress, changes may occur in the data we collect and how we use it. Updates will be published on our website, including the date of the latest revision. We recommend checking this policy regularly.

## 10. Where can you file a complaint?

If you have a complaint about how we handle your personal data, please contact us. We will always try to find a solution together. If we cannot resolve the issue, you can file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) or take legal action.

## 11. Questions and contact

If you have any questions about this privacy policy, please contact us via:  
+31(0)85 303 2500  
[hello@flexado.com](mailto:hello@flexado.com)  
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