

Privacy Statement of De Letters in Kleur

This is the privacy statement of Amy van Arkel trading as De Letters in Kleur, hereinafter: De Letters in Kleur. De Letters in Kleur is registered with the Chamber of Commerce under number 84947098 and has its registered office at Rijnsoever 43 (2223EJ) in Leiden. This document explains how De Letters in Kleur will process your personal data. De Letters in Kleur will observe the utmost care in processing your personal data.

How personal data is obtained:

If you use the services of De Letters in Kleur, you provide some personal data to De Letters in Kleur, or personal data are obtained from you under the agreement. Personal data means all data relating to an identified or identifiable natural person.

Categories of personal data

De Letters in Kleur processes the following categories of personal data:

- Contact and name and address data, including location data, telephone number, e-mail address;
- Company details, including VAT number and Chamber of Commerce number;
- Financial data;
- Other personal data provided by you.

Purpose of processing

The personal data processed by De Letters in Kleur have the purpose to:

- contact you to inform you about the services you have purchased and their implementation;
- be able to perform its services;
- improve its services;
- make payments;
- fulfil legal obligations;
- perform marketing and communications, including improving the website by analysing visitor behaviour on the website;
- be able to send newsletters;
- exchange data with third parties for the purpose of executing the services, where necessary.



Basis of processing

Personal data can only be processed pursuant to the following bases: (i) legal obligation, (ii) performance of an agreement, (iii) obtained (explicit) permission from the parties involved, and (iv) legitimate interest. Personal data are processed when providing the services of De Letters in Kleur. De Letters in Kleur only processes data that De Letters in Kleur deems necessary for (improving) the services and treats the (personal) data collected about you and your use of the Services with due care. The agreement you have entered into with De Letters in Kleur constitutes the basis for processing these data. Personal data may also be processed by visiting the <https://www.delettersinkleur.com/> website if you have given us permission to do so.

Need for processing

The processing of your personal data is necessary to perform the services. The services provided by De Letters in Kleur cannot be fully performed without the processing of your personal data. If your explicit permission is required for specific purposes related to the personal data, you must give your permission separately.

Automated decision-making

No automated decision-making takes place.

Retention period

The personal data processed by De Letters in Kleur are retained in conformity with the relevant laws and regulations. If a longer retention period is necessary pursuant to laws or regulations, the personal data will be retained longer in conformity with these requirements. All (obtained) personal data are retained no longer than strictly necessary.

Processing by third parties

De Letters in Kleur only shares personal data with third parties if this is strictly necessary for the execution of an agreement and to comply with relevant laws and regulations. No personal data are sold. De Letters in Kleur may be under a legal obligation to share personal data with third parties. If personal data are shared with third parties, processing agreements are made. The third parties with whom personal data are shared are:

- The Payment Provider, for the purpose of executing an agreement. The categories of personal data that are processed are financial data.



- The Bookkeeper, for the purpose of executing an agreement. The categories of personal data that are processed are contact and name and address details and financial data.
- Software suppliers, for the purpose of implementing the agreement. The categories of personal data that are processed are contact and name and address details.
- Website manager, for the purpose of executing the agreement. The categories of personal data processed are contact and name and address details.
- Third parties engaged, for the purpose of executing the agreement. The categories of personal data that are processed are contact and name and address details.

Security of Personal Data

De Letters in Kleur considers the protection of your personal data essential and, with due allowance for the state of the art, implementation costs, as well as the nature, scope, context and purposes of the processing, and the different risks for the rights and freedoms of individuals in terms of probability and severity, takes appropriate technical and organisational measures to ensure a risk adjusted security level.

Under the age of 16?

If you are a minor, i.e. under 16 years of age, you may only consent to the processing of your personal data with the permission of one of your parents or legal guardians. In that case it will be relevant for your parent(s) or your guardian(s) to read this statement. They can also exercise the rights you have with regard to the personal data you leave with us, such as the right to oppose the (further) processing of your personal data or the right to inspect and adjust your data.

Disclaimer

By using the website you agree with the disclaimer. De Letters in Kleur reserves the right to change the contents of its website and/or this disclaimer at any time without notifying its customers and/or users of the website of such change. The contents of the website have been compiled with all due care, however, may nevertheless contain inaccuracies or be incomplete. De Letters in Kleur accepts no liability whatsoever for any damage caused by or arising from the use of this website. The use of this website is entirely at the risk and expense of a user of the website. No rights can be derived from the content of the website. All texts on the website are protected by copyright and are the property of De Letters in Kleur to the extent that they do not belong to third parties.

The information on De Letters in Kleur's website about holistic alternative medicine is not intended to be a substitute for qualified medical advice. De Letters in Kleur is not a qualified physician and does not provide medical advice, a diagnosis or medical treatment. If you are in treatment with a treating physician, the medical advice of the treating physician shall prevail. The information on this site is not therapeutic advice. The alternative treatment methods of De Letters in Kleur are no substitute for other



treatment methods and never exclude these. De Letters in Kleur have no intention of interfering with any medical treatment. If you want to stop taking medication prescribed by a doctor, this must be discussed with the doctor. The choice to stop the treatment and/or services of De Letters in Kleur must always be made by the client; De Letters in Kleur can never be held liable for any consequences.

De Letters in Kleur accepts no liability for damage resulting from inaccuracies or incompleteness in the texts of this website, nor for any problems caused by the use of these texts by third parties.

Although De Letters in Kleur's treatments are or may be effective, De Letters in Kleur does not guarantee that the treatments will be effective for everyone or in the same way. Everyone who observes the services of De Letters in Kleur will make an effort and actively participate in the services regarding the treatments that may be effective. If you use the services of De Letters in Kleur, you will continue to be responsible for your own health and for what you do with the advice and alternative treatments of De Letters in Kleur. If in doubt, you must at all times consult your qualified physician.

Cookie Statement

Letters in Kleur uses technical and functional cookies to optimise the website. Cookies are small text files that are sent when visiting a website in order to make the visitor's experience more efficient. By law, De Letters in Kleur can store cookies on your device if these cookies are strictly necessary to use the website. For other types of cookies your permission is required. De Letters in Kleur encourages you to accept cookies for the user-friendliness of the website. Visitors to the website have a check-in option.

The cookies used by De Letters in Kleur are functional cookies: these cookies make sure that the website works properly. These cookies do not affect your privacy, and therefore no permission needs to be asked or granted. For example, these cookies store your browser settings to facilitate viewing our website in the best possible way, or to ensure that the website remains accessible (load-balancing), but also cookies that ensure that no other cookies may be placed (no-follow).

With your permission De Letters in Kleur will place tracking cookies on your computer. De Letters in Kleur uses these cookies to track the pages you visit in order to build a profile of your online behaviour. This profile is not linked to your name, address, e-mail address and so on, but only to serve ads that are relevant to your profile.

Google cookies are also placed on the De Letters in Kleur's website for the purpose of Google Analytics. This means that De Letters in Kleur cannot link information to a natural person. De Letters in Kleur does not keep information about what you do on the internet. Google Analytics may be obliged under applicable laws and regulations to provide access to these data. If you have any questions about this, please contact us at info@delettersinkleur.com.



Use of social media

Letters in Kleur uses third party cookies to optimise the website. Some cookies are placed by third-party services displayed on the website. Third parties are Google Analytics and social media (LinkedIn, Facebook, Twitter). The use of cookies from other companies (third parties) is subject to the privacy and cookie policy of the company concerned. When you click the social media button on the website, a social media cookie is placed. This allows the social media party to recognise your IP address when you share an article on the website. For the cookies of social media parties and the data and/or personal data they collect, De Letters in Kleur refers you to the privacy- and cookie declarations of these parties.

Browser settings

If you do not want websites to place cookies on the device you are using to view the website, you can change your browser settings. Before a cookie is placed, you will receive a notice and will have to give your permission for the cookie to be placed. Failure to do so may result, for example, in the website being less effective to you. You can adjust the settings of your browser so that your browser refuses all cookies and also the cookies of third parties. You can also delete cookies that have been placed. To do so, you must adjust the settings of your browser through preferences, and then adjust the privacy settings.

This privacy statement does not apply to third-party websites that are connected to this website through links. De Letters in Kleur cannot guarantee that these third parties will handle your personal data in a reliable or safe manner. De Letters in Kleur encourages you to read the privacy statements of these websites before using them.

Rights of data subjects

As a data subject, you have the following rights:

- Right to access;
As a data subject, you have the right to obtain confirmation as to whether or not your personal data is being processed and, if so, to obtain access to the processing of such data.
- Right to rectification;
You have the right to obtain rectification and completion of incorrect data.
- Right to erasure;
Without unreasonable delay, a data subject shall be able to have any personal data concerning him or her deleted.

- **Right to restrict processing;**
As a data subject, you have the right to restrict the processing of your personal data. To do so, please contact De Letters in Kleur.
- **Right to data portability;**
A data subject has the right to obtain the personal data concerning him/her that he/she has communicated to De Letters in Kleur in a structured, commonly used and machine-readable form in order to possibly transfer this personal data to a third party. A data subject can also instruct De Letters in Kleur to transfer this data directly to a third party.
- **Right to object;**
The data subject shall have the right to object at any time, for reasons relating to his/her particular situation, to the processing of personal data concerning him/her, including profiling on the basis of such provisions. De Letters in Kleur shall cease the processing of personal data subject to compelling legitimate reasons to do so which override the interests, freedoms and rights of the data subject in relation to the exercise, establishment or maintenance of legal claims.

Complaint

If you have a complaint about De Letters in Kleur's handling of your personal data or if you want to exercise one of the above-mentioned rights, you can contact us via the website or by e-mail at info@delettersinkleur.com. In order to be sure that you wish to exercise a right, De Letters in Kleur asks you to send a copy of your identity document. You may blacken your passport photo and MRZ (strip of numbers at the bottom) to protect your privacy. De Letters in Kleur will respond to your request as soon as possible, yet no later than within 4 weeks. You may also file a complaint with the Dutch Data Protection Authority. This is the competent enforcement authority. You can contact us for this through this link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

Changes to the Privacy Statement

De Letters in Kleur may change this privacy statement at any time. The most recent version is published on the website. Accordingly, you should always check the website for the most recent version. If a new privacy statement has any consequences for the processing by De Letters in Kleur of data already collected about you, De Letters in Kleur will notify you by e-mail.

