

## Privacy Statement Glasshouse Communications

Personal data will at all times only be stored if you buy a product and/or service from Glasshouse Communications or if you have given your explicit consent to this end. Personal data are stored by:

Operator: Irenka van den Hout  
Company: Glasshouse Communications  
Visiting address: Versterstraat 1  
5262 AD Vught  
The Netherlands  
E-mail: [info@glasshousecommunications.nl](mailto:info@glasshousecommunications.nl)  
Telephone number: +31 (0) 6 1080 1118  
Ch. of Comm. no.: 61067121

Glasshouse Communications is responsible for compliance with the General Data Protection Regulation (GDPR), keeping customers' accounts and the accounts for analysis and marketing purposes. Glasshouse Communications is the Controller within the sense of the GDPR. In addition, Glasshouse Communications is responsible for the processing of all data processing on behalf of Glasshouse Communications, including <http://www.glasshousecommunications.nl>.

Glasshouse Communications collects and processes personal data for the accounts of customers, the performance of agreements, collecting payments, the website, personal marketing and to fulfil legal obligations.

The personal data stored by Glasshouse Communications serve mainly to fulfil the agreement with regard to the delivery of a product and/or the provision of a service by Glasshouse Communications. Without this data processing it is not possible for Glasshouse Communications to fulfil the agreement.

Our website and/or service is not intended to collect data about website visitors below the age of 16, unless they have consent from parents or guardians. However, we cannot check whether a visitor is older than 16. Therefore we recommend parents to be involved in the online activities of their children in order to avoid data about their children being collected without parental consent. If you are convinced that we have collected the personal data of an underage child without that consent, please don't hesitate to contact us via [info@glasshousecommunications.nl](mailto:info@glasshousecommunications.nl), we will then remove those data.

Glasshouse Communications handles your personal data with the greatest care and will do everything to store your data securely. Any data leaks will always be reported to the Dutch Authority for Personal Data and to the data subjects whose personal data might have been put at risk. Glasshouse Communications will always take suitable measures in connection with a data leak to guarantee the reliability of the website.

If you are of the opinion that your personal data are being used incorrectly, are obtained or stored wrongly and despite repeated requests you have not been able to remove your data, you can always submit a complaint to the Dutch Authority for Personal Data.

**Glasshouse Communications will store the following personal data about you:**

- to perform the agreement for the benefit of the service provided: your name, gender, address, post code, domicile, telephone number and/or e-mail address;
- to pay and deal with the invoices: your name, gender, address, post code, domicile, telephone number and e-mail address;
- to apply for a quote without any obligation: your name, gender, address, post code, domicile, telephone number and/or e-mail address;
- to deal with questions and complaints: your name, address, post code, domicile, telephone number and/or e-mail address;
- to request inspection: copy of your passport (your pass photo, MRZ ((machine readable zone - the strip with numbers at the bottom of your passport))), and please make your passport number and Citizen Service Number ('BSN') illegible.

Personal data are never stored longer than is strictly necessary and can be inspected, amended and removed by you at any time. If photos or other images displaying natural persons are used, Glasshouse Communications will always first ask the consent of the person whose photo or image is used. It is possible to inspect, change and remove (including the right to be forgotten) and withdraw the consent given, by means of an unambiguous statement sent to [info@glasshousecommunications.nl](mailto:info@glasshousecommunications.nl).

**Your personal data will in any event be removed:**

- in cases of the performance of the agreement: 5 years after termination of the agreement for any future agreements, unless you gave explicit consent to store the personal data for a longer period or if the data must be stored longer pursuant to a legal requirement or provision;
- in cases of paying and handling invoices: 7 years after payment of the respective invoice, for compliance with the legal obligation of the tax authorities;

- in cases of dealing with questions and complaints: after the complaint has been satisfactorily resolved;
- in case of the application for a quote without any obligation: 60 days after having sent the quote without any obligation.

For a proper performance of the agreement Glasshouse Communications can engage several external parties who might also view your data. In any event they will store the data for as long as it is necessary to carry out their work. Personal data will under no circumstances be used for purposes other than the activities for Glasshouse Communications, unless the consent of the data subject has specifically been asked for. Processor Agreements will apply to all external transfers of personal data.

An accountant is engaged to process the payments. The accountant is provided with the personal data necessary for processing the payments.

If you want more information about the external parties processing your personal data, you can always send an e-mail to [info@glasshousecommunications.nl](mailto:info@glasshousecommunications.nl).

Glasshouse Communications is free to create a blacklist with regard to the personal data of persons who seriously betrayed the trust of Glasshouse Communications. This blacklist will be retained forever and can only be viewed by employees of Glasshouse Communications. The blacklist is also retained for future offers of Glasshouse Communications. In any event persons will be blacklisted who despite repeated requests do not fulfil any payment obligation to Glasshouse Communications.