

# PRIVACY STATEMENT

HoLF, is responsible for the processing of personal data as reflected in this privacy statement.

Contact details Data Protection Officer of HoLF. He/she can be reached at [info@houseoflostfaces.org](mailto:info@houseoflostfaces.org).

## **Personal data we process.**

HoLF 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:

- First and last name
- gender
- Date of birth
- Place of birth
- Address data
- Phone number
- E-mail address
- IP address
- Other personal data that you actively provide for example by creating a profile on this website, in correspondence and by telephone
- Location data
- List of customer contact details via an app
- Internet browser and device type

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

HoLF processes the following special and/or sensitive personal data about you:

- Race
- Religion or philosophy of life
- Political preference
- Your health
- Criminal record
- Credit check
- Citizen service number

At HoLF, it is possible to pay in arrears for the products you purchase. To make this possible and to protect you and ourselves from abuse, we have your creditworthiness checked. We do this by providing the necessary personal data (including your address information) to a creditworthiness checker, who may use this data only for this purpose.

## **Data of persons under 16 years of age**

Our website and/or service does not intend to collect data about website visitors who are under 16 years of age. Unless they have parental or guardian consent. However, we cannot verify whether a visitor is older than 16. We therefore recommend that parents be involved in their children's online activities to avoid collecting data about children without parental consent. If you are convinced that we have collected personal data about a minor without such consent, please contact us through our Data Protection Officer, and we will delete this information.

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

HoLF processes your personal data for the following purposes:

- To call or e-mail you if this is necessary to carry out our services.
- HoLF also processes personal data if we are legally obliged to do so.

## **Automated decision making**

HoLF does not make any decisions based on automated processing about matters that may (significantly) affect individuals. These are decisions that are made by computer programs or systems, without the presence of a person (e.g. an employee of HoLF).

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## **How long we store personal data**

HoLF stores your personal data no longer than strictly necessary to fulfill the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data: 10 years.

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

HoLF does not sell your data to third parties and will only provide it if necessary for the execution of our agreement with you or to comply with a legal obligation. With companies that process your data on our behalf, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. HoLF remains responsible for this processing. In addition, HoLF does not provide your personal data to other third parties. We only do this with your express permission. HoLF only provides third parties and only if this is necessary for the execution of our agreement with you or to comply with a legal obligation.

## **Cookies, or similar techniques, we use**

HoLF uses only technical and functional cookies and analytical cookies that do not invade your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website. The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and, for example, remember your preferences. They also allow us to optimize our website. You can opt out of cookies by setting your Internet browser so that it no longer stores cookies. In addition, you can also delete any information previously stored through your browser's settings.

## **Viewing, correcting or deleting data**

You have the right to view, correct or delete your personal data. In addition, you have the right to withdraw your possible consent to data processing or object to the processing of your personal data by HoLF and you have the right to data portability. This means that you can submit a request to us to send the personal data that we hold about you in a computer file to you or another organization named by you. You can send a request for inspection, 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 our data protection officer. To ensure that the request for access is made by you, we ask that you send a copy of your proof of identity with the request. In this copy, black out your passport photo, MRZ (machine readable zone, the strip of numbers at the bottom of the passport), passport number and Citizen Service Number (BSN). This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks. HoLF would also like to point out that you have the possibility to file a complaint with the national regulator, the Authority for Personal Data. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

## **How we secure personal data**

HoLF 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 misuse, please contact our data protection officer.