

PRIVACY STATEMENT Terminationexperts.com

Introduction:

This Privacy Policy applies to the processing of personal data by Pluto BV, a company with registered office in Amsterdam, operating from the address Verdunplein 17 in Eindhoven. We are registered with the Chamber of Commerce with the number 91200717, and operate under the trade name terminationexperts.com.

This Privacy Statement describes how we process personal data and for what purposes. By using our website and accepting this Privacy Statement, the user agrees to the terms below.

Voluntary disclosure of personal data

Provision of personal data is voluntary at all times. Users have the choice whether or not to provide us with their personal data. However, it is necessary to provide certain personal data to us in order to use some of our services. When we ask for your data, we will indicate which data are "necessary" to use our products and/or services, and which data are "optional."

Processing of personal data

We process users' personal data when using our services. The processing of this data is based on legitimate legal grounds. This includes the following categories of data, purposes and legal grounds:

- Data cancellation form: If a user wishes to cancel a subscription, he or she must enter his or her name and address on the cancellation form, such as first name, last name, address, e-mail address, account number and customer number of the company in question.
- Cookies: When a user visits a website within our network, personal data such as the IP address is processed.
- Financial information: If a user purchases a paid product and/or service, the bank account number must be provided.

Personal data is processed for the following purposes:

- a. For the establishment and execution of an agreement with the user;
- b. For administrative processing, for the purpose of providing the agreed services;
- c. For the refund of amounts paid by the user to the company from which he or she wishes to cancel the subscription;
- d. For billing purposes: If a payment is not made, we may transfer the claim to third parties, such as a collection agency. In these cases, name and address information, e-mail address, account number and customer number essential to the performance of the agreement.
- e. To manage, analyze, maintain, optimize and secure our products and/or services, as well as to prevent misuse and/or fraud of our services;
- f. To compile strategic analyses and reports of our services;
- g. To create a user profile based on online browsing behavior, allowing us to tailor advertisements to the user profile. For this processing, the

requires explicit consent from the user, with personal data such as IP address being essential.

We process the personal data provided only for the performance of our products and/or services and, in particular, for the specific purpose for which they are personal data are collected.

Automatically collected data

We do not collect data automatically, except in the case of cookies.

Sensitive personal data

We do not process sensitive personal data unless provided by the user.

Retention periods

Personal data will be kept only for the period necessary for the proper performance of the stated purposes. If longer statutory retention periods apply, the statutory retention periods as prescribed by law will apply.

Rights of users

All users have certain rights regarding their personal data according to the AVG legislation.

These rights include:

- The right of inspection;
- The right to rectification;
- The right to removal;
- The right to object;
- The right to data portability;
- The right to restriction.

Users may also withdraw their consent to the processing of their data revocation. In addition, users have the right to lodge a complaint about our data processing activities with a data protection authority. If a user wishes to exercise one or more of these rights, they may contact

Terminationexperts at support@terminationexperts.com

Data obtained from third parties

Terminationexperts.com does not process personal data obtained from third parties.

Transfer to third parties

Only authorized individuals within Terminationexperts.com may access, process, secure and/or IT personal data.

perform maintenance work.

If we cooperate with third parties for the performance of services, we conclude an agreement with these processors to provide sufficient guarantees for technical and organizational security measures regarding personal data.

Terminationexperts.com provides personal data to the company in which the user wishes to cancel his or her membership by sending the cancellation letter, and also to the following third parties:

Letter carrier B.V.
Pieter Zeemansweg 175
3316 GZ Dordrecht

Mollie B.V.
Keizersgracht 126
1015 CW Amsterdam

Rocketmen B.V.
Wim Duisenbergplantsoen 31
6221SE Maastricht

Twilio Ireland Limited
3 Dublin Landings, North Wall Quay, Dublin 1,
Dublin, Ireland D01 C4E0

In the event of a data breach, it is critical that we be notified immediately. Data breaches can be reported immediately via:
info@terminationexperts.com All reports and data will be kept confidential at all times.

Storage of personal data

Personal data we process is stored exclusively in the Netherlands and remains within the borders of the European Union. The AVG therefore applies to these personal data stored.

Security

We have taken appropriate technical and organizational measures to protect users' personal data from inadvertent or unlawful destruction, loss, alteration or unauthorized access, disclosure or processing. We use secure servers and encrypted passwords.

Cookies

We use functional and/or analytical and/or tracking cookies. A cookie is a small text file that is stored on the user's computer when they first visit the website. The use of cookies is necessary for the technical operation of the website and the user's convenience.

Contact details

If there are questions or complaints about this Privacy Statement, or if there are questions or complaints about our practices, please contact us at:
support@terminationexperts.com.