

Privacy Statement– claimpromo.com

Version: 29 November 2021

Your privacy and the safe processing of your personal data is very important to us! Of course you want to claim your voucher without any concerns about privacy. We want that too! Therefore we would like to show you how we handle your personal data.

Who is responsible for your data?

Claimpromo.com, part of MobielWerkt BV, is responsible for all personal data you leave with us. These are our details:

Company address:	<i>Waaqstraat 1, 9712 JX Groningen, Nederland</i>
Postal address:	<i>Postbus 3023, 9701 DA Groningen, Nederland</i>
Registration number at the KVK (Chamber of Commerce):	<i>02093714</i>
VAT number:	<i>NL819148003B01</i>

What data do we store and why?

Claimpromo collects personal data in various ways. We would like to explain which of your data we process.

Claiming a voucher

We need to know who you are when you submit a voucher via claimpromo. That way we can help you in the best possible way. Therefore we ask you to fill in your initials, middle name and surname. To be able to contact you, we ask you to leave us your e-mail address. We also need to check the voucher. For this we need from you, together with your order number, your country, provider, contract duration and date of purchase.

Customer service

When you contact our customer service, we want to help you in the best possible way. To this end, we store the email conversations you have with our customer service staff. It is also possible that telephone conversations are recorded for training purposes. We always tell you this before the telephone call. Sometimes we will ask you to provide us with specific personal information during an email or phone call. We ask these questions to verify that you are actually the customer associated with the voucher you are requesting. We also make notes of our contact so that we know exactly what was discussed if you contact us again

How do we handle the sharing and storage of your personal data?

Sharing of personal data

Your privacy is very important to us. Therefore, we only share certain or specific personal data with partners and third parties if this is really necessary, for example, because it is required for your order. We never sell your data to third parties.

In order to regulate this properly, we have concluded a processing agreement with all the parties with whom we share your personal data. This is a contract in which clear agreements are made about who is responsible for what data. There are several parties with whom we share your personal data to ensure that you can claim a voucher correctly:

- Administration processors;
- If applicable: hardware manufacturers and suppliers

Most parties are based in the European Union and are subject to the General Data Protection Regulation. In some cases, we also share certain data with partners who are based in the United States of America (USA) and who have previously actively participated in the European American Privacy Shield. We have made strict agreements with these parties about the processing of personal data. We have recorded these agreements in standard contractual clauses (SCC).

Retention of personal data

We do not keep your personal data longer than necessary. In some cases, we need your personal data to detect fraud or illegal activities. In this case, we have a legal obligation to share this personal data with the police, the judiciary or the public prosecutor when we receive a request. In addition, we have a tax responsibility to the tax authorities. This means that we keep your personal data for legitimate, legal and commercial reasons in order to deliver the products and services you have ordered and to provide you with the safest and most reliable service possible.

Would you like us to change your privacy preferences? Please contact us by using the following link: <https://claimpromo.com/contact/>.

Security of your personal data

We always ensure the best information security. Our website is equipped with a secure connection (recognisable by 'https' in the address bar) and SSL certificates. In addition, we always use the best security software, so that your personal data is stored as securely as possible.

Your rights concerning your data

You may, of course, always submit a request for the inspection, rectification, data transfer or deletion of your personal data from our database. You can do this by contacting us via the following link: <https://claimpromo.com/contact/>. We ask you to verify that it is you, so that we do not share your details with anyone else.

Deleting your data

Of course you can delete your data that is stored with us, if you want to. Your request will be dealt with by our privacy specialists within 15 working days.

Questions or comments

If you have any questions or comments about privacy and security, you can always contact us by using the link below: <https://claimpromo.com/contact/>. For further questions or complaints, please contact the [Dutch Data Protection Authority](#) or the [National Ombudsman](#).