

The Reset House, based in Zoetermeer, is responsible for the processing of personal data as shown in this privacy statement.

Contact information: <https://www.theresethouse.com>

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Esther Brouwer is the Data Protection Officer of The Reset House. It can be reached by esther.brouwer@theresethouse.com.

Personal data that we process

The Reset House processes your personal data because you use our services and/or because you provide it to us yourself. Below is an overview of the personal data we process:

- First and last name
- Sex
- Address details
- Phone number
- Email address
- Other personal data that you actively provide in correspondence and by telephone
- Location information
- Details about your activities on our website
- Internet browser and device type
- Bank account number

Special and/or sensitive personal data that we process

Our website and/or service does not intend to collect data on website visitors.

For what purpose and on the basis of what basis we process personal data

The Reset House processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and/or advertising leaflet
- To be able to call or e-mail you if this is necessary to perform our services
- Inform you about changes to our services and products
- The Reset House analyses your behaviour on the website to improve the website and tailor the range of products and services to your preferences
- The Reset House also processes personal data if we are legally obliged to do so, such as data that we need for our tax return.

Automated decision-making

The Reset House **does not** make decisions based on automated processing on matters that can have (significant) consequences for individuals. These concern decisions that are made by computer programs or systems, without a human being (for example, an employee of The Reset House) in between.

How long we keep personal data

The Reset House does not keep your personal data for longer than is strictly necessary to achieve the goals for which your data is collected. We use the following retention periods for the following (categories) of personal data:

(Category) personal data >

statutory payment periods of the tax authorities and contract terms of the customer.

Sharing personal data with third parties

The Reset House **does not** sell your data to third parties and only provides it, if necessary, for the performance of our agreement with you or to comply with a legal obligation.

The Reset House uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone on the first visit to this website.

The Reset House uses cookies with purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work properly and to be able to optimize it. In addition, we place cookies that track your browsing behaviour. On your first visit to our website, we have already informed you about these cookies and requested permission to place them. You can opt out of cookies by setting your internet browser to stop storing cookies.

In addition, you can also delete any information previously stored through your browser's settings. For an explanation, see: <https://veiliginternetten.nl/themes/situatie/cookies-what-are-it-and-what-do-it-with/> View, modify or delete data

You have the right to view, correct or delete your personal data. In addition, you have the right to revoke your possible consent for the data processing or to object to the processing of your personal data by The Reset House and you have the right to data transferability. This means that you can submit a request to us to send the personal data that we have about you in a computer file to you or another organisation you have mentioned. You may send a request for access, correction, deletion, data revocation of your personal data or request to withdraw your consent or object to the processing of your personal data to esther.brouwer@theresethouse.com. To be sure that the request for access has been made by you, we ask you to send a copy of your ID with the request. In this copy, black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Social Security number (BSN). This is to protect your privacy.

We will respond as soon as possible, but within four weeks, at your request. The Reset House would also like to point out that you have the possibility to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteitpersoonsgegevens/tip-ons> How we protect personal data The Reset House takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not secure or there are indications of abuse, please contact Esther.brouwer@theresethouse.com