**Cookie Statement**

We use various types of cookies on our website. We believe it is important for you to have control over your online privacy. Therefore, we are transparent about the cookies we use and their purposes.

**What are cookies?**

A cookie is a small, simple file sent along with pages of this website and/or Flash applications and stored by your browser on the hard drive of your computer, mobile phone, smartwatch, or tablet. The information stored in it can be sent back to our servers on a subsequent visit.

**Consent for the use of cookies**

Your consent is required for the use of certain cookies. We obtain this consent through a so-called cookie banner.

**Which cookies do we use?**

**Types of cookies and purposes:**

**Necessary cookies**

Technically essential cookies are cookies that are necessary for technical reasons to use the website. Consequently, these cookies cannot be disabled.

**Functional cookies**

These are cookies necessary for the proper functioning of the website. You cannot refuse these cookies if you wish to browse the website. For example, these cookies remember your language preference, the content you viewed on the website, or the email address and password you entered during a previous visit to the website. Third-party cookies may also fall under this category. These mainly include cookies that allow visitors to view videos integrated into our website.

**Analytical cookies**

These are non-essential cookies managed by the cookie banner. As a visitor, you can opt out of these cookies; no consent is required.

Analytical cookies allow us to measure website visits: for example, how often our site is visited and what information visitors search for. This helps us understand which parts of the site are popular and how we can improve our website. The statistics we collect cannot be traced back to individuals. This data is anonymized after collection.

We use Google Analytics to better understand the data. Analytical cookies are always placed when visiting our website.

Using analytical cookies, we collect the following data:

The number of visitors to our web pages.

How long a visitor stays on our site.

What visitors search for (search queries).

Which version of the website should be displayed (A/B testing).

Data about your browser and device, such as operating system and screen size.

How you arrived at our website (e.g., by clicking on an advertisement or a link in an email).

The speed of our website to measure your browser. This information allows us to promptly detect and resolve potential performance issues.

**Chatflow Cookie**

This is the cookie used for the chatflows tool. As a visitor, it allows you to chat with a chatbot.

**Advertising cookies**

These are cookies that enable advertisements to be displayed. They are shown based on your online behavior. The goal is to show you relevant advertisements on other websites.

**Your rights regarding your data**

You have the right to access, rectify, restrict, and delete personal data. Additionally, you have the right to object to the processing of personal data and the right to data portability. You can exercise these rights by emailing us at privacy@bvcm.com.

**Blocking and deleting cookies**

You can manage cookies at any time: allow, block, or delete them via your internet browser. You can also configure your browser to notify you when cookies are being placed or to block certain cookies. See your browser's help function for this option. Deleting cookies may log you out of websites and remove saved preferences, which may affect the usability of this website.

Here is more information on how this works for your browser:

Internet Explorer: https://support.microsoft.com/help/17442/windows-internet-explorer-delete-manage-cookies

Mozilla Firefox: http://support.mozilla.com/en-US/kb/Cookies

Google Chrome: http://www.google.com/support/chrome/bin/answer.py?hl=en&answer=95647

Safari: http://support.apple.com/kb/PH5042

Opera: http://www.opera.com/browser/tutorials/security/privacy/

Adobe (flash cookies): http://www.adobe.com/privacy/policies/flash-player.html

**New developments and unforeseen cookies**

The texts on our website may be adjusted at any time due to ongoing developments. This also applies to our cookie statement. Please review this statement regularly to stay informed of any changes.

Blog articles may include content hosted on other sites and made accessible on www.call2collect.nl via specific codes (embedded content). For example, YouTube videos. These codes often use cookies. However, we have no control over what these third parties do with their cookies.

It is also possible that cookies are placed by others through our website that we are not always aware of. If you encounter unforeseen cookies on our website that are not listed in our overview, please let us know at privacy@bvcm.com. You can also contact the third party directly to inquire about the cookies they place, their purpose, lifespan, and how they have ensured your privacy.

**Final remarks**

We may need to update this statement occasionally, for example, if we adjust our website or if cookie regulations change. You can consult this webpage for the latest version.

If you have any questions or comments, please contact us at privacy@bvcm.com.