



Privacy statement

BVCM Collections B.V.

BVCM Services B.V.

AR Service Company B.V.

Privacy statement

This privacy statement applies to the following legal entities of BVCM:

- BVCM Collections B.V.
- BVCM Services B.V.
- AR Service Company B.V.

(hereinafter referred to as BVCM).

These entities are located at Hessenbergweg 83, 1101 CX in Amsterdam in the Netherlands.

BVCM attaches great importance to the protection of personal data. We do everything we can to guarantee your privacy and therefore handle personal data with care. BVCM is responsible for the processing of personal data insofar as BVCM determines the purpose and means of the personal data such as processing via this website. For our services on behalf of our clients, we classify ourselves as a processor and BVCM complies in all cases with the applicable laws and regulations, including the General Data Protection Regulation (also known as GDPR, Regulation EU 2016/679).

Our privacy statement states:

- To whom this privacy statement applies;
- Which personal data we process;
- What we do with your personal data;
- Who we share your data with;
- Your rights when it comes to your personal data;
- How to Contact Us About Privacy.

Who does this privacy statement apply to?

- Clients who use the services of BVCM
- Debtors of BVCM's clients
- Solicitants;
- Candidates;
- Visitors to the website www.bvcm.com.

Personal data that we process for our services

BVCM manages and processes personal data of persons whom we approach by telephone and/or in writing on behalf of our clients. We receive this data from our clients. Below is an overview of the personal data processed by BVCM:

- First and last name;
- Gender;
- Date of birth;
- Address;
- Telephone number;
- Email address;
- Bank account.

Personal data we process from our website visitors

BVCM respects the privacy of all users of its websites. We use the data below on the basis of permission given by users of our websites and fill in contact forms there. You can provide your personal data to request information or services, to sign up for a training, to receive newsletters or to apply for a vacancy. In addition to the purpose for which you have provided the personal data, BVCM uses your data to inform you about products and services that may be relevant to you.

Personal data that you provide in order to be informed by us about our service provision and for receiving our newsletters, are not automatically remote. If you no longer wish to receive this information, you can easily unsubscribe by using the opt-out in the email or by sending an email to privacy@bvcm.com.

Personal data provided by users through the website:

- First and last name;
- Email address;
- Telephone number;
- IP address.

Personal data provided by job applicants, whether or not via the website:

- name and address details (name, address, place of residence);
- Email address;
- Gender;
- Date of birth;
- Telephone number;
- Curriculum vitae and motivation letter (details of your education and experience).
- We use cookies on this website. Read more in our cookie statement.

Why do we process your data?

We process personal data in order to provide our services in the best possible way in accordance with the applicable legal obligations. The We will only use personal data that we collect from you for the purposes described in this Privacy Statement, unless we have obtained your explicit consent in advance for other purposes.

The purpose of processing your data includes:

- Performing our services;
- Optimising our services;
- Improving our website;
- Maintaining relationships;
- Marketing purposes;
- To send you information in response to the contact form;
- In the case of a job application; to assess your suitability for a particular position
- to record your availability and to be able to invite you to a conversation;
- To comply with our legal and regulatory obligations.

We process your personal data on the basis of one or more of the following found:

- Necessary for the performance of the agreement;
- Necessary for the fulfillment of legal and regulatory obligations;
- Consent (if required).

How long does BVCM keep your personal data?

BVCM does not store your personal data longer than is strictly necessary to provide the To provide services for which your data is collected. We use the following retention periods for the following categories of personal data:

- Personal data of the debtors of our clients: 3 years;
- Personal data of our clients: 7 years;
- Personal data of website visitors: Browser session/cookies up to 24 months.
- Personal data of applicants: application data will be deleted no later than 4 weeks after the end of the application procedure, unless the applicant has given permission to BVCM to store his data for a maximum period of 1 year.

At any time: you can delete cookies manually by following the removal instructions of the browser you are using in the browser setting. Read more in our cookie statement.

Exchange of personal data with third parties

In order to be able to perform our services, it may be necessary to share your data with other parties / third parties. This can be both inside and outside the Netherlands. We enter into a processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. BVCM does not sell your data to third parties.

What are your rights with regard to personal data?

You have the right to view, correct or have your personal data remove. In addition, you have the right to withdraw your consent to the data processing or to object to the processing of your personal data by BVCM.

You have the right to data portability. This means that you can submit a request to BVCM to send your personal data to yourself or an organization named by you via a computer file.

You can request to inspect, correct, delete and/or transfer your send personal data, request to withdraw your consent or object to the processing of your personal data to privacy@bvcm.com.

To ensure that the request for access has been made by you, we ask you to enclose a copy of your proof of identity. What should not be visible on this copy:

- Your passport photo;
- Machine readable zone (MRZ) the strip of numbers at the bottom of your passport);
- Your passport number;
- Citizen Service Number (BSN).
- This is to protect your privacy. You can also use the government-developed app 'KopieID' for this. Through this app, you can easily blacken the MRZ and specify the

purpose of the processing. We will respond as soon as possible, no later than 4 weeks after your request.

How we secure personal data

BVCM handles its data and its protection with great integrity. We take appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. For example, we work with With-secure (antivirus program), next gen firewall, backups, strong/complex passwords, a protected online environment by means of two-factor authentication, encrypting data (network and disk encryption) and secure e-mail via NTA 7516. If you have the impression that your data is not properly secured or there are indications of misuse, please contact us via privacy@bvc.com.

Cookies

When you visit our website, we process your personal data with cookies. We use technical cookies to make the website function. In addition, we use a program for website statistics, but we anonymize your data as much as possible. Read more in our cookie statement.

Changes to the privacy statement

We may change the Privacy Statement at any time, with or without notice. We therefore recommend that you consult this privacy statement from time to time so that you are aware of any changes and adjustments within BVCM and your data.

Complaints

If you have any complaints about the processing of personal data of our office, we would like to hear from our Privacy Officer.

Dhr. J. Groenewegen

privacy@bvc.com

BVCM

Hessenbergweg 83
1101 CX Amsterdam
Netherlands

You also have the right to lodge a complaint with the regulator, the Authority Personal data. For this you can go to: www.autoriteitpersoonsgegevens.nl.