

# Privacy Statement

BVCM Collections B.V. BVCM People B.V.

This Privacy Statement applies to the following legal entities of BVCM:

- BVCM Collections B.V.
- BVCM People B.V.

Both entities are located at Hessenbergweg 83, 1101 CX, Amsterdam, Netherlands. BVCM is responsible for the processing of personal data as described in this Privacy Statement.

BVCM Collections B.V. values the protection of personal data. We take all necessary measures to safeguard your privacy and handle personal data with care. BVCM Collections B.V. complies with all applicable laws and regulations, including the General Data Protection Regulation (GDPR, Regulation EU 2016/679).

### **In this Privacy Statement, we outline:**

- For whom this Privacy Statement applies.
- Which personal data we process.
- How we use your personal data.
- With whom we share your data.
- Your rights regarding your personal data.
- How to contact us about privacy-related matters.

### **For whom does this Privacy Statement apply?**

- Clients using the services of BVCM Collections B.V.
- Debtors of clients of BVCM Collections B.V.
- Visitors to the website [bvcm.com](https://bvcm.com)

### **Personal Data We Process for Our Services**

BVCM Collections B.V. manages and processes personal data of individuals whom we contact on behalf of our clients via phone or in writing. We receive this data from our clients. Below is an overview of the personal data processed by BVCM Collections B.V.:

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

### **Personal Data We Process from Website Visitors**

BVCM Collections B.V. respects the privacy of all website users. We collect the following data based on consent provided by users who complete contact forms on our website. You may provide personal data to request information or services, register for training, subscribe to newsletters, or apply for a job vacancy.

In addition to the purpose for which you provided the data, BVCM Collections B.V. may use your information to inform you about relevant products and services. Personal data provided for newsletters and other information will not be automatically deleted. If you no longer wish to receive this information, you can easily unsubscribe via the opt-out link in the email or by sending an email to [privacy@bvcm.com](mailto:privacy@bvcm.com).

Personal data provided via the website:

- First and last name;
- Email address;
- Phone number;
- IP address;

Personal data provided by job applicants (via or outside the website):

- Full name, address, and residence details
- Email address
- Gender
- Date of birth
- Phone number
- Curriculum vitae (CV) and cover letter (including details of 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 to provide our services effectively and in compliance with legal obligations. The personal data we collect is used solely for the purposes described in this Privacy Statement, unless we have obtained your explicit consent for other purposes. Purpose of processing personal data includes:

- Providing our services;
- Optimizing our services;
- Improving our website;
- Maintaining relationships;
- Marketing purposes;
- Responding to inquiries submitted via the contact form;
- In the case of job applications, to assess your suitability for a specific role, record your availability, and invite you for an interview;
- Complying with legal and regulatory obligations;

## Legal Grounds for Processing Your Data

We process personal data based on one or more of the following grounds:

- Necessity for the performance of a contract;
- Necessity to comply with legal and regulatory obligations;
- Consent (when required)

## Retention of Personal Data

BVCM Collections B.V. retains your personal data only for as long as necessary to achieve the purposes for which it was collected. Below are the retention periods for different categories of personal data:

- Debtor data from clients: 3 years;
- Client data: 7 years;
- Website visitor data: Browser session/cookies up to 24 months
- Job applicant data: Maximum of 1 year with consent.

You can manually delete cookies at any time by following the instructions for your browser. Read more in our Cookie Statement.

## Sharing Personal Data with Third Parties

To provide our services, it may be necessary to share your data with other parties, both within and outside the Netherlands. We have agreements in place with companies processing your data on our behalf to ensure the same level of security and confidentiality. BVCM Collections B.V. does not sell your data to third parties.

## Your Rights Regarding Personal Data

You have the right to:

- Access, correct, or delete your personal data.
- Withdraw your consent for data processing or object to the processing of your personal data by BVCM Collections B.V.
- Data portability, meaning you can request a transfer of your data to yourself or another organization.

Requests can be sent to [privacy@bvcm.com](mailto:privacy@bvcm.com). To verify your identity, please include a copy of your ID. Ensure the following information is obscured on the copy:

- Passport photo;
- Machine-readable zone (MRZ, the strip with numbers at the bottom of your passport);
- Passport number;

- Citizen Service Number (BSN).

You can use the government-developed KopieID app to black out sensitive information. We will respond as soon as possible, but no later than four weeks after receiving your request.

## **Data Security**

BVCM Collections B.V. takes the protection of your data seriously. We implement appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification. These measures include:

- WithSecure (antivirus software).
- Next-generation firewall.
- Backups.
- Strong, complex passwords.
- Two-factor authentication.
- Data encryption (network and disk encryption).
- Secure emailing (NTA 7516).

If you suspect your data is not properly secured or detect signs of misuse, please contact us via [privacy@bvcm.com](mailto:privacy@bvcm.com).

## **Cookies**

When you visit our website, we process your data using cookies. We use technical cookies for website functionality and anonymized data for website statistics. Read more in our Cookie Statement.

## **Privacy Statement Changes**

We may update this Privacy Statement at any time. We recommend reviewing it periodically to stay informed of any changes or updates.

## **Complaints**

If you have complaints about the processing of personal data by our office, please contact our Privacy Officer:

Mr. J. Groenewegen  
[privacy@bvcm.com](mailto:privacy@bvcm.com)  
BVCM Collections B.V.  
Hessenbergweg 83  
1101CX Amsterdam  
Netherlands

You also have the right to file a complaint with the supervisory authority, the Dutch Data Protection Authority. Visit [www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl) for more information.