

Livassured B.V. / Nightwatch Privacy Statement

When you contact Livassured by phone, email or via the webshop, we may process personal data regarding you. We will naturally treat your personal data as strictly confidential. The safeguarding, protecting and preserving of your privacy is of paramount importance in this regard. In this privacy statement, we explain how we handle your personal data.

What is personal data?

Personal data is all information that either directly relates to someone or that can be traced back to this person. Examples of personal data are names, dates of birth, addresses, telephone numbers, IP addresses, and email addresses.

Special personal data is sensitive data that says something about someone's health, race, religion, or criminal record.

What does Livassured use my data for?

We only process the personal data we need to provide advice on and sell our products and to support these products. We do not provide personal data to third parties unless this is necessary in the context of the execution of the agreement that you enter into with us or if we have a statutory obligation to do so.

When you send us emails or other messages, we may store these messages. Sometimes we ask you for your personal data that is relevant for a particular situation. This enables us to process your questions and respond to your requests.

How does Livassured obtain my data?

We only collect the personal data that you personally provide us with. If this is special personal data, we will expressly ask you for your consent to do so.

Cookies

Our webshop uses cookies. When you visit our webshop for the first time, you will receive a message in which we explain why we use cookies. If you continue to use our webshop, you give your consent to this use of cookies. You can also disable these cookies, in which case our website may no longer work optimally.

Google Analytics

We use Google Analytics to keep track of how visitors use our webshop. We have entered into a processing agreement with Google to make arrangements for handling this data. Google is not permitted to use the Analytics information obtained for other Google services.

Protecting the personal data

We have taken both technical and organisational measures to protect your personal data against any breaches, including loss or unauthorised access by or provision to third parties.

We have also drawn up a Data Breaches Protocol. In the event of a data incident, we will investigate whether this is a personal data breach, and if necessary, report this incident to the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*) and the data subject(s).

How long will my data be retained?

We do not retain your personal data longer than necessary. This means we retain your personal data for as long as the support continues for the product that you have purchased. Your data will be destroyed or anonymised no later than one year after the end of this support period.

What rights do I have?

Under the General Data Protection Regulation (the GDPR) , you can request the following:

- to access your data;
- to correct your data;
- to limit the use made of your data;
- to delete your data (if your data is being processed with your explicit or other consent);
- the transfer of your data (data portability).

If the processing of your personal data is based on your consent, you are also entitled to withdraw your consent.

In addition, in certain cases you have the right to object to the processing of your data. There may be reasons why your request cannot be granted. If this is the case, Livassured will adequately explain this to you.

Submitting of requests pursuant to the GDPR

There are several ways in which you can submit a request pursuant to the GDPR. You can either send your request by email to privacy@livassured.nl or by letter to:
Livassured B.V.
Schipholweg 103
2316 DK Leiden.

To be sure that it is you who have made this request, we ask you to send a copy of your identity document along with your request. In this copy, black out your passport photo, the MRZ (the machine-readable zone, which is the strip with numbers at the bottom of the passport), passport number and citizen service number (Dutch BSN). We will respond to your request as quickly as possible and in any case within four weeks.

Do you have a question or complaint?

If you have a question, you can contact us by sending an email to privacy@livassured.nl or by calling +31-(0)85-0601252.

The Dutch Data Protection Authority externally supervises compliance with privacy legislation. You have the right to submit a complaint to the Dutch DPA about the way in which we are handling your personal data. For more information, please go to: <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-indienen-bij-de-ap>.

For more information about privacy legislation, please go to: <https://www.rijksoverheid.nl/onderwerpen/persoonsgegevens/bescherming-persoonsgegevens>.