

## **Privacy Statement LivAssured B.V. / NightWatch**

If you contact LivAssured by phone, e-mail or webshop we may process personal data from you. Naturally, we treat your data with strict confidentiality. Guaranteeing, protecting and maintaining your privacy is paramount. In this privacy statement, we explain how we handle your data.

### **What is personal data?**

Personal data is any information that is directly about someone or information that can be traced back to that person. Examples of personal data include names, dates of birth, addresses, phone numbers, IP addresses and e-mail addresses.

Particular personal information is sensitive data that says something about a person's health, race, religion or criminal history.

### **What does LivAssured use my data for?**

We process only the necessary personal data for advice about sales of our products and support for these products. We will not provide personal data to third parties unless this is necessary within the framework of the execution of the agreement you conclude with us or if it is required by law.

When you send emails or other messages to us, we may retain those messages. Sometimes, we will ask you for your personal information relevant to the situation. This allows us to process your questions and respond to your requests.

### **How does LivAssured get my information?**

We only collect personal data that you provide to us yourself. If this is special personal data, we ask for your explicit consent.

### **Cookies**

Our online store uses cookies. When you visit our webshop for the first time, you will receive a message explaining why we use cookies. By continuing to use our webshop, you consent to the use of cookies. You can also disable these cookies. In that case, our website may no longer work optimally.

### **Google Analytics**

We use Google Analytics to track how visitors use our online store. We have concluded a processing agreement with Google to make arrangements for handling this data. Google is not allowed to use the obtained Analytics information for other Google services.

### **Personal data security**

We have secured your data with both technical and organizational measures against possible breach, including loss or unauthorized access by or disclosure to third parties.

We also have a Data Breach Protocol. In the event of a data incident, we investigate whether this is a data breach and, if necessary, the incident is reported to the Personal Data Authority and to data subjects.

### **How long are my data retained?**

We will only retain your data for as long as necessary. This means that we retain your data as long as the support period continues for the product you have ordered or about which you have requested information. At the latest, one year after the end of the support period, your data will be destroyed or anonymized. The support period is ten years.

### **What rights do I have?**

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

- insight into your data;
- correction of your data;
- restriction on the use of your data;
- deletion of your data (if your data is processed based on your (explicit) consent);
- transfer of your data (data portability).

You also have the right to the extent that the processing of your data is based on your consent, to withdraw your consent.

Also, 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 that is the case, we will explain this adequately to you.

### **Making requests under the AVG**

You can make a request under the AVG in several ways. You can send your request by email to [privacy@livassured.nl](mailto:privacy@livassured.nl), or by sending a letter to:

LivAssured B.V.  
Schipholweg 103  
2316 XC Leiden  
The Netherlands

To ensure that you make the request, we ask that you send a copy of your identification document with the request. In this copy, black out your passport photo, MRZ (Machine Readable Z one, the strip of numbers at the bottom of the passport), passport number and Citizen Service Number (BSN). This is to protect your privacy. We will respond to your request as soon as possible, by four weeks at the latest.

### **Do you have any questions or complaints?**

For questions, please contact us at [privacy@livassured.nl](mailto:privacy@livassured.nl) or +31(0)85-0601252.

The Personal Data Authority (AP) externally monitors compliance with privacy laws. You have the right to file a complaint with the AP about how we handle your personal data. For more information on this see:

<https://autoriteitpersoonsgegevens.nl/en/contact>

Learn more about privacy laws at: [https://commission.europa.eu/law/law-topic/data-protection\\_en](https://commission.europa.eu/law/law-topic/data-protection_en)