Privacy Statement

Applicable from May 18th, 2020
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1. Introduction

At Klippa we respect your privacy and pay great attention to the protection of your personal data. This Privacy Statement helps you to understand:

- what personal data we collect
- why we collect it
- what we do with it

The information in this Privacy Statement will elaborate on these three topics. Our goal is to present the description and the handling of your personal data concisely, using clear and simple language to make this Privacy Statement easy to understand.

2. Collection and processing of data

Information you give to Klippa

**Registration**
To use our products, we may ask you to register with us. If you register, you may give us your personal data, being your name, e-mail address and/or telephone number. In case you use the Klippa Pro smartphone app, additional personal information could be provided to us, such as your date of birth and sex.

**Information to deliver our products and services**
You might send us information which contains personal data when you use our products. This information may contain personal data that you decided to send us.

**Support and Request information**
You might send us information which contains personal data when you want us to help you with one of our products or to receive information about our products.

Information that Klippa receives from your use of our products and websites

**Processing of documents**
As part of our service we may collect and store financial documents such as receipts, invoices and creditcard statements. These financial documents may contain personal information.

**Local storage**
We may collect and store information on your device using local storage of your browser or application.

**Device information**
We collect information about your device (such as type and version of your browser and operating system, type and model of your device, unique identifiers about your device). We may associate your identifiers with your other information that we have collected.
Log information
When you use our products or review the information we send you, we automatically collect and store certain information in server logs. This includes:

- information how you used our products and websites
- Internet Protocol (IP) address
- technical information about your device
- cookies that may uniquely identify your browser or your product account

Additional information about cookies
Cookies make it possible to recognize your given preferences. Information which is processed through cookies include the settings of your computer, operating system and browser you use. The computer’s IP address where the cookie is placed is also stored and processed. Klippa advises to consult the ‘help section’ of your browser for more information. Klippa makes use of the following cookies as per May 18th, 2020:

Analytics: Google Analytics

With Google Analytics we monitor the traffic on the various pages of our website. We use this information to improve our website and the experience of our website visitors. All Google Analytics data is anonymised as much as possible and can not be traced to an individual.

Social media: Twitter, Facebook/LinkedIn

We use social media for our storytelling and advertising purposes. We share content via these channels and monitor the effectiveness of the content we share. We do this in an anonymised way as much as possible.

Advertising: Google Adwords, Doubleclick

The cookies of Google Adwords and Doubleclick help us to analyse the effectiveness of the advertisement we do via the networks of these providers. This enables us to allocate our marketing budget appropriately. All data is anonymised as much as possible and can not be traced to an individual.

Other: Crisp

We use Crisp as a communication tool to provide a personal chat function at our website. Crisp is also used to handle support tickets and provide for a knowledge base.

Other: Albacross

We use Albacross to identify the IP hostname of the visitors of our website. These data-elements do not contain personal data and can not be traced to an individual.
3. Why does Klippa use your information?

We will use the information we collect from all of our products and websites to deliver, support, protect and improve them and to develop new products. Below is the list of the purposes we use this information for:

- to provide you with information, our products and technical support that you request from us
- to let you know about changes to our products and website
- to perform any agreement we have with you
- to improve our services
- to comply with laws and regulations that are applicable to us
- to improve and check our websites so that it will be convenient for you and your device to view content of our website
- to monitor potentially illegal activities
- to enable you take part into interactive features of our websites when you choose to do so
- to keep our websites safe and secure
- to measure or understand the effectiveness of advertising we send you and others, and to deliver relevant advertising to you
- to make recommendations to you and other users of our websites about our products
- to test and analyze statistics and survey results

4. With whom does Klippa share information collected?

For external processing
We may share your personal data with trusted third parties who process personal data on our behalf. These subprocessors are included in our Data Processing Agreements. We use the appropriate confidentiality and technical and organizational security measures as well as audits to ensure their compliance with applicable data protection laws.

For legal grounds
In some circumstances, it may become necessary for us to share your information with a government authority.

We will share information with these state authorities, partners, companies, persons or others when we feel that it is reasonably necessary to:

- comply with applicable laws, legal actions or lawful request of state authorities
- protect our rights, property or safety, our users or others under the applicable laws
- fulfil our obligations under our agreement with you
- check, prevent and investigate fraud, security or technical issues
5. Where does Klippa store the data we collect from you?

Klippa will not store your personal data for the realization of the purposes for which they were collected and processed. Klippa makes use of Microsoft servers for the processing power in our web services. We choose Amsterdam as our processing location to minimize latency for our users and make sure that the data center security matches Dutch law and standards. The cloud follows worldwide security standards SOC 1,2,3, ISO:27001,27017, 27018 and is PCI-DSS compliant.

6. Unauthorized Access

The transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access.

Your personal data may be disclosed in response to inquiries or requests from government authorities in the countries in which we operate.

7. What do we do to protect the data we collect from you?

- We use reasonable security measures to protect the information we have against loss, theft and unauthorized use, disclosure or modification. These measures are documented in the Klippa Security & Compliance manual.

- We continuously analyze and check our procedures of collection, storage, and use of information including training of our staff.

- We use encryption for many of our products.

Please note that although we work hard to protect the security of our products and websites, the confidentiality of any communication or material sent to or from our products and websites cannot be guaranteed. We ask you to take every precaution to protect your personal data when you are on the Internet.

8. How long do we store your data?

We store information as long as necessary to fulfill the purposes we mentioned in this Privacy Statement or for a longer retention period that is required by law. When we no longer need to store your personal data, it will be destroyed or anonymized without undue delay.
9. When does this Privacy Statement apply?

Our Privacy Statement applies to all the products and websites offered by Klippa App B.V. and its affiliates, but it excludes the products and websites that fall under separate privacy policies that do not incorporate this Privacy Statement.

Our websites also contain references and links to websites of others that may offer information. This Privacy Statement does not apply to such websites of other parties, and we recommend reviewing privacy policies of those websites individually.

10. How and when does Klippa change this Statement?

We reserve the right to change this Privacy Statement from time to time. When Klippa determines that such changes are significant for your rights and interests, we will notify you by email or by a pop-up banner on our websites that requests your individual consent. We recommend that you revisit and read this Privacy Statement from time to time to ensure that you are familiar with the most recent version of it.

11. Your rights

Under the EU General Data Protection Regulation you have the following individual rights related to your personal data:

- Enhanced right to information and transparency
- Right of access
- Right of rectification
- Right to objection
- Right to erasure or “right to be forgotten”
- Right to restriction
- Right to data portability
- Right to lodge a complaint with a supervisory authority

Feel free to contact us if you want to make use of one of these rights.

12. Contact Details

If you have any questions, complaints or comments after reading this Privacy Statement, please do not hesitate to contact us by email at support@klippa.com.

Klippa App B.V. in Groningen, the Netherlands.