

# Security and Privacy

## Definitions

The following definitions are used in this privacy statement:

- **Trustlocal:** the private limited liability company Advanza B.V., registered with the Chamber of Commerce under number 62910353, trading under the name Trustlocal, user of this privacy statement;
- **Visitor:** the visitor of the Website;
- **Quote Requester:** the visitor who submits a quote request via the Website by entering their details and the work, service and/or products they wish to have performed and/or delivered and submitting this quote request;
- **Website:** the website [www.trustlocal.com](http://www.trustlocal.com), of which Trustlocal is the owner;
- **Personal Data:** all data that can identify the Quote Requester or Visitor directly or in combination with other data, as referred to in the General Data Protection Regulation (GDPR);
- **Partner(s):** Service providers, natural and/or legal persons, who have joined Trustlocal and wish to receive requests through Trustlocal.

## Personal Data

Careful handling of Personal Data of the Visitor, Partner and/or Quote Requester is of great importance to Trustlocal. With regard to the processing of this data, Trustlocal acts in accordance with the applicable laws and regulations (GDPR).

The controller for the processing of Personal Data is:

Advanza B.V.  
Teleportboulevard 140  
1043 EJ Amsterdam

Trustlocal does everything possible to ensure that Personal Data provided to it and/or via its Website is always treated confidentially and is only used for the purposes described in this privacy statement.

## Personal Data Collected

Trustlocal collects and uses the following Personal Data:

- Personal Data provided by the Visitor, Partner and/or Quote Requester;
- Automatically collected Personal Data;
- Data obtained from the Trade Register of the Chamber of Commerce.

## Purposes of Processing

Trustlocal collects and processes the following Personal Data from Partners and Quote Requesters:

- First and last name
- Phone number
- Email address
- Company name (where applicable)
- IP address

- Other Personal Data that you actively provide, for example by creating a profile on the Website, in correspondence and by telephone
- Account details such as username and password
- Location data
- Data about your activities on the Website
- Internet browser and device type

Trustlocal also collects and processes the following Personal Data from Partners:

- IBAN number
- Chamber of Commerce number

Personal Data is processed on the basis of the agreement between Trustlocal and the Quote Requester and/or Partner for the following purposes:

1. providing online services, namely forwarding the Quote Request from the Quote Requester to one or more Partners affiliated with Trustlocal who can perform the work, services and/or products that the Quote Request relates to in the region selected by the Quote Requester, as well as connecting a Quote Requester to a Partner on the Website;
2. placing the Partner's profile on the Website;
3. handling contractual obligations between Trustlocal and the Partner;
4. identifying all users of the Website and Quote Requesters and providing access to the Website;
5. complying with obligations arising from relevant laws and regulations;
6. improving the Website and services of Trustlocal;
7. to contact the Quote Requester or Partner for sending (personalized) marketing messages, including updates about new Partners, regardless of the form in which we share these (including email or push notification). The Partner or Quote Requester gives explicit consent for this during the registration process with Trustlocal, unless consent is not required under applicable law.

## Use of Personal Data for Marketing and Advertising Purposes

Trustlocal may use Personal Data to better reach (potential) customers and make advertisements more relevant. For this purpose, we may use third-party advertising platforms such as Google Ads, Meta (Facebook and Instagram), LinkedIn and similar providers.

We may upload Personal Data, such as your email address or phone number, in encrypted (hashed) form to these advertising platforms to create audiences or generate similar audiences ("lookalike audiences"). This helps us to bring our services to the attention of people who may be interested in the services of Trustlocal or our Partners.

We only do this:

- insofar as this is permitted under the GDPR, and
- to approach existing customers or interested parties who have previously used our services or made a request via our Website.

The platforms we work with process the data exclusively on behalf of Trustlocal and follow their own privacy policy. Where legally required, we conclude a processing agreement or standard contractual clauses with these parties.

You can object at any time to this use of your Personal Data for marketing purposes by sending an email to [info@trustlocal.com](mailto:info@trustlocal.com). Once you object, your data will no longer be used for these advertising purposes.

**Legal basis:** The processing of Personal Data for marketing purposes takes place on the basis of our legitimate interest (Article 6(1)(f) GDPR), namely promoting our services to

existing customers or interested parties. Where necessary, we will ask for your consent in advance.

## **Special and/or Sensitive Personal Data We Process**

Trustlocal processes the following special and/or sensitive Personal Data about you:

### **Data of Persons Under 18 Years of Age**

Our Website and/or service does not intend to collect data about Visitors who are younger than 18 years, unless they have permission from parents or guardians. However, we cannot verify whether a Visitor is older than 18. We therefore advise parents to be involved in their children's online activities to prevent data about children being collected without parental consent. If you are convinced that we have collected personal data about a minor without such consent, please contact us at [info@trustlocal.com](mailto:info@trustlocal.com) and we will delete this information.

### **Sensitive Personal Data**

If you include sensitive information in the description of the request, it will be forwarded via the Trustlocal platform to the providers you have selected. This means that this data enters the Trustlocal platform as such. If you do not wish this, we advise you not to send sensitive information in the initial request and to provide it to the providers in another way later. If you have provided information that you want to delete, please contact us at [info@trustlocal.com](mailto:info@trustlocal.com) and we will delete this information.

## **How Long We Retain Personal Data**

Trustlocal does not retain your Personal Data longer than necessary to fulfill the purposes for which we collected them, with a maximum of 24 months. After this period, your data will be anonymized.

## **Viewing, Modifying or Deleting Data**

You have the right to view, correct or delete your Personal Data. You also have the right to withdraw any consent you have given for data processing or to object to the processing of your Personal Data by Trustlocal and you have the right to request your Personal Data.

This means you can submit a request to us to send the Personal Data we hold about you in a computer file to you or another organization of your choice. You can send a request for access, correction, deletion, data transfer of your Personal Data or a request to withdraw your consent or object to the processing of your Personal Data to [info@trustlocal.com](mailto:info@trustlocal.com).

To ensure that the access request has been made by you, we ask you to send a copy of your identity document with the request. Black out your photo, MRZ (Machine Readable Zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) in this copy. This is to protect your privacy. We will respond to your request as soon as possible, but within one month.

Trustlocal would also like to point out that you have the option to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). This can be done via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

## **Provision of Personal Data to Third Parties**

Trustlocal shares Personal Data with the Partner(s) selected by the Quote Requester. The Partner therefore bears its own responsibility and obligations for the processing of Personal Data.

Trustlocal will not provide the Quote Requester's Personal Data to other third parties, unless one of the exceptions listed below applies.

Trustlocal is permitted to provide the Quote Requester's Personal Data to a third party:

1. if the Quote Requester has given explicit consent for this;
2. in the context of a legal regulation or legal proceedings;
3. to protect the rights or property of Trustlocal;
4. to prevent a crime or to protect national security;
5. in case of suspicion of fraud or other illegal activities;
6. to protect the personal safety of other users of the Website;
7. if it is necessary for the services of Trustlocal. The services of Trustlocal consist of allowing the Quote Requester to submit a quote request via the Website. This quote request is forwarded to the relevant Partner(s).

Service providers engaged by Trustlocal, such as, but not limited to, newsletter senders, are not considered third parties within the meaning of this article.

## **Security Measures**

To prevent unauthorized access to Personal Data of the Quote Requester, Trustlocal has implemented various security measures, including measures against unauthorized access, misuse, use, modification, unlawful and unintentional destruction, unwanted disclosure and loss of Personal Data.

## **Privacy Policy of Third Parties**

This privacy policy does not apply to third-party websites, such as social media websites, which are connected to the Website through links. Trustlocal accepts no responsibility or liability with regard to the way in which these third parties handle Personal Data. For more information about how these third parties handle Personal Data, the Visitor should consult the privacy policy of the relevant website.

## **Complaints and Contact**

If a Visitor of the Website has questions about this privacy statement or believes that the Website or the actions of Trustlocal are not in accordance with the privacy statement, the Visitor can contact Trustlocal via the email address [info@trustlocal.com](mailto:info@trustlocal.com).

A complaint can also be filed with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). Please contact them directly for this.

## **Changes**

Trustlocal reserves the right to unilaterally make changes to the privacy statement as a result of technical, legal or business developments. Changes or additions to the privacy statement will be published here. Trustlocal advises the Visitor to regularly check the privacy statement. When required by applicable data protection legislation, Trustlocal will ask for consent for any material changes to this privacy statement.