

Retigra Privacy Policy

Retigra, located at Nartitaweg 146, 1043 CA Amsterdam, is responsible for processing personal data as described in this privacy policy.

Contact Information:

<https://www.retigra.nl>

Nartitaweg 146

1043 CA Amsterdam

+31 850 606 194

The **Privacy Officer** is Retigra's Data Protection Officer. He/she can be reached at info@Retigra.nl.

Personal Data We Process

Retigra processes your personal data because you use our services and/or because you provide this information to us.

Below is an overview of the personal data we process:

- First and last name
- Gender
- Address details
- Phone number
- Email address
- Other personal data actively provided, such as by creating a profile on this website, in correspondence, or by phone
- Location data
- Information about your activity on our website
- List of customer contact details via an app
- Internet browser and device type
- Bank account number

Special and/or Sensitive Personal Data We Process

Our website and/or service does not intend to collect data about visitors under the age of 16 unless they have permission from a parent or guardian. However, we cannot verify the age of visitors. We encourage parents to be involved in their children's online activities to prevent data

collection without parental consent. If you believe we have collected personal data about a minor without consent, please contact us at info@Retigra.nl, and we will delete the information.

Purpose and Legal Basis for Processing Personal Data

Retigra processes your personal data for the following purposes:

- Processing your payment
- Sending our newsletter and/or promotional materials
- Contacting you by phone or email when necessary to provide our services
- Informing you about changes to our services and products
- Offering the ability to create an account
- Delivering goods and services
- Analyzing your behavior on the website to improve our website and tailor our products and services to your preferences
- Tracking your browsing behavior across websites to align our products and services with your needs
- Processing personal data as required by law, such as for tax purposes

Retention Period for Personal Data

Retigra does not store your personal data longer than necessary to achieve the purposes for which it was collected or as required by law.

Data we retain:

- First and last name
- Phone number
- Email address
- IP address
- Other personal data actively provided (e.g., via a profile, correspondence, or phone)
- Location data
- Information about your activity on our website
- Internet browser and device type

Retigra analyzes your behavior on the website to improve our website and tailor our offerings to your preferences.

Sharing Personal Data with Third Parties

Retigra shares your personal data with third parties when necessary to fulfill our contract with you and comply with legal obligations. We sign **data processing agreements** with companies that

process your data on our behalf to ensure the same level of security and confidentiality. Retigra remains responsible for these processes. We only share your data with third parties with your explicit consent.

Third-party services we use:

- **Google Analytics**
- **Google Tag Manager**
- **Google Ads**

Cookies and Similar Technologies

Retigra uses functional, analytical, and tracking cookies. A **cookie** is a small text file stored in your browser when you first visit this website. Retigra uses cookies with purely technical functionality to ensure the website operates correctly and remembers your preferences. These cookies also help optimize the website. Additionally, we place cookies that track your browsing behavior to offer personalized content and advertisements.

Upon your first visit, we informed you about these cookies and requested your consent for their placement.

You can **disable cookies** by adjusting your browser settings. You can also delete previously stored cookies via your browser settings.

For more details, visit: <https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doe-ik-ermee/>

Third-party cookies used on this website include:

- **Google Analytics** (Analytical cookie that measures website visits, retention: **2 years**)

Accessing, Modifying, or Deleting Personal Data

You have the right to **access, correct, or delete** your personal data. You may also withdraw consent or object to the processing of your personal data by Retigra. Additionally, you have the right to **data portability**, meaning you can request a copy of your personal data to send to yourself or another organization.

Requests can be sent to info@Retigra.nl.

To verify your request, we ask that you include a copy of your ID, with the following information blacked out for privacy:

- Photo
- MRZ (machine-readable zone, the numbers at the bottom of the passport)

- Passport number
- Citizen Service Number (BSN)

We respond as quickly as possible, within **four weeks**.

Retigra also informs you of your right to file a complaint with the **Dutch Data Protection Authority (Autoriteit Persoonsgegevens)** via: <https://autoriteitpersoonsgegevens.nl/en>

How We Secure Personal Data

Retigra takes data protection seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification.

If you believe your data is not properly secured or there are indications of misuse, please contact our customer service or email info@Retigra.nl.