

PRIVACY STATEMENT

Version 2.0, last updated: 2025-05-23

WE CARE ABOUT YOUR PRIVACY

At WEBSOLVE, your privacy matters. We are committed to handling your personal data with care and transparency. This privacy policy explains how we collect, use, and protect your personal information when you interact with us—whether through our website, services, or communications.

This policy applies to all processing activities where WEBSOLVE acts as the controller of your personal data.

WHO WE ARE

WEBSOLVE B.V. is a business software and services provider based in the Netherlands. We are responsible for processing your personal data when you use our services or visit our website.

WEBSOLVE B.V.

Mt. Lincolnweg 38
1033 SN Amsterdam
The Netherlands

WHAT PERSONAL DATA WE COLLECT

Depending on how you interact with us, we may collect the following types of personal data:

- **Contact details:** such as your name, email address, and phone number when you contact our sales or support team.
- **Usage data:** including information about how you use our website, such as which pages you visit and how long you stay on them. This helps us understand visitor behavior and identify interest from potential clients. This data is collected only with your explicit consent.
- **Marketing preferences:** including your consent choices for receiving updates from us.
- **Location data:**

- We infer your approximate location from your IP address to automatically show our website in the most relevant language. This is necessary for providing a functional and localized experience and does not require consent.
- We may also collect more detailed insights through analytics tools, but only with your explicit consent.
- **Form submissions:** data you provide when you fill out a contact form or request information.

We do **not** intentionally collect sensitive personal data (e.g., health information, political opinions).

WHY WE COLLECT YOUR PERSONAL DATA

We collect and use your personal data for the following purposes:

- **To respond to your requests:** such as inquiries through our contact forms or emails to our sales or support teams.
- **To provide and deliver our services:** ensuring that we can fulfill agreements made with you or your organization.
- **To improve our website and services:** analyzing how visitors use our website helps us enhance its usability and performance. We only use detailed analytics tools with your consent.
- **To personalize your experience:** for example, automatically showing the website in the correct language based on your location.
- **To send updates and relevant information:** if you've opted in, we may inform you about product updates, industry news, or invite you for further conversations.
- **To comply with legal obligations:** such as financial recordkeeping and tax compliance.
- **To manage security and prevent misuse:** including monitoring and protecting against fraud, abuse, or unauthorized access.

LEGAL BASES FOR PROCESSING

Under data protection laws, we must have a valid reason—or "legal basis"—to process your personal data. The basis we rely on depends on the specific context in which your data is collected. These are the legal grounds we use:

- **Your consent:** We ask for your consent before using non-essential cookies (such as Hotjar and Leadinfo) that help us analyze website behavior or tailor marketing messages. You can withdraw your consent at any time via the cookie settings link in the footer of our website.
- **Performance of a contract**
We process your contact and billing details when it's necessary to provide services you've requested or entered into an agreement for.
- **Legal obligations**
We may need to retain or share your data to meet tax, financial, or regulatory obligations required by law.
- **Legitimate interests**
We may process certain data to improve our website, ensure its security, or communicate with you—when it is in our interest and doesn't override your rights.

Where we rely on consent or legitimate interests, we ensure that you are adequately informed and that your rights are respected.

CONSENT MANAGEMENT

At WEBSOLVE, we are committed to giving you full control over how your personal data is used, especially when it comes to tracking technologies and marketing communications.

COOKIE CONSENT

When you first visit our website, we present a cookie banner where you can choose to allow or refuse the use of optional cookies. Your preferences can be changed at any time by clicking the 'cookies' link in the footer of our website. This will open the cookie preferences panel where you can adjust or withdraw your consent.

EMAIL AND MARKETING CONSENT

If you choose to receive updates or newsletters from us, you can unsubscribe at any time using the link provided in every message, or by contacting us directly at info@websolve.com. We do not send marketing messages without your permission, and we never use data collected for service-related purposes (like support inquiries) for marketing without your prior consent.

COOKIES AND TRACKING TECHNOLOGIES

Our website uses cookies and similar technologies to enhance your browsing experience, understand how visitors use the site, and support our business operations. Some cookies are essential, while others are optional and only used with your consent.

TYPES OF COOKIES WE USE

- **Essential cookies**
These are necessary for the basic functioning of our website. For example, they help remember your language preference and ensure the site loads properly.
- **Statistical cookies (optional, based on consent)**
These help us understand how visitors use our website so we can improve its performance and user experience. We use **Google Analytics (anonymized)** to track general site usage trends. We use Hotjar to visualize user behavior on our site through heatmaps and session recordings.
- **Personalization cookies (optional, based on consent)**
These cookies help us tailor content and communications based on your business interests. We use Leadinfo to identify companies that visit our website and the specific pages they view, so we can better understand potential client interest.

MANAGING YOUR COOKIE PREFERENCES

On your first visit, we show a cookie popup where you can accept or decline different categories of cookies. You can **change your preferences at any time** by clicking the ‘cookies’ link in the footer of our site.

HOW WE SHARE YOUR DATA

We do not sell your personal data to anyone. However, in certain situations, we may share your information with trusted third parties to help us operate our business and deliver services. This is always done securely and in compliance with data protection laws. We may share your data with:

- **Service providers and partners**
We work with external providers for services such as website analytics, business intelligence, IT support, and cloud hosting. These parties may access your personal data only to the extent necessary to perform their services and are contractually bound to handle it securely.
- **Legal and regulatory bodies**
If required by law, we may share your information with public authorities or regulators.
- **Professional advisors**
This includes lawyers, accountants, and consultants where necessary to meet our legal or contractual obligations.

SUBPROCESSORS

If we work with subprocessors to process personal data on our behalf, we ensure that each is evaluated for data protection compliance and bound by agreements that safeguard your information. A list of subprocessors or more detailed information is available upon request.

INTERNATIONAL DATA TRANSFERS

In some cases, your personal data may be transferred to countries outside the European Economic Area (EEA), for example when we use cloud services or analytics tools that store data on international servers.

HOW WE PROTECT YOUR DATA

When we transfer your data internationally, we make sure it is protected to the same standard as within the EEA by using appropriate safeguards such as:

- **Standard Contractual Clauses (SCCs)** approved by the European Commission
- **Adequacy decisions** for countries recognized by the EU as having adequate data protection laws
- **Contractual agreements** that ensure recipients adhere to strict confidentiality and security requirements

DATA RETENTION

We keep your personal data only for as long as needed to fulfill the purpose it was collected for. Retention periods are determined in accordance with Article 5(1)(e) GDPR, based on necessity and in line with principles of storage limitation and proportionality. After that, the data is securely deleted, anonymized, or archived in line with our internal policies and legal requirements.

YOUR PRIVACY RIGHTS

You have rights when it comes to your personal data, and we're here to help you exercise them. These rights include:

- **Access** – You can request a copy of the personal data we hold about you.
- **Correction** – You can ask us to correct any inaccurate or incomplete information.
- **Deletion** – You can ask us to delete your data when it's no longer needed, or if you withdraw your consent.

- **Objection** – You can object to the use of your data for certain purposes, like direct marketing.
- **Restriction** – You can request that we temporarily stop using your data while a concern is being reviewed.
- **Portability** – You can ask to receive the data you provided to us in a readable format, or have it sent to another organization.

If you want to make a request or ask a question about your rights, contact us at privacy@websolve.com. We'll respond within one month and always explain if we can't fulfil your request—for example, if it affects the rights of others or if we're required by law to keep the data.

If you're not satisfied with how we handle your request, you also have the right to file a complaint with the **Dutch Data Protection Authority**: <https://autoriteitpersoonsgegevens.nl>

DATA SECURITY

We take the security of your personal data seriously. At WEBSOLVE, we use a combination of technical and organizational measures to protect your data against unauthorized access, loss, or misuse. These include:

- Secure servers and encrypted connections (HTTPS)
- Role-based access control and strict user permissions
- Regular updates, patching, and vulnerability scanning
- Employee training and awareness on data protection
- Policies and procedures for incident response and data breach handling

Access to personal data is limited to authorized staff and trusted service providers who need it to perform their roles, and all are bound by confidentiality and security obligations.

While no system is 100% secure, we continuously monitor and improve our protections to stay ahead of potential risks.

THIRD-PARTY LINKS

Our website may contain links to other websites or services that are not operated by WEBSOLVE. If you click on one of these links, you'll be redirected to a third-party site.

Please note that we are not responsible for the content, privacy practices, or data handling of these external sites. We recommend reviewing their privacy policies before providing any personal data.

This privacy policy only applies to data collected through WEBSOLVE's website and services.

CHANGES TO THIS PRIVACY POLICY

We may update this privacy policy from time to time to reflect changes in our services, legal requirements, or how we handle personal data. The "last updated" date at the top of this page shows when the policy was last revised.

We encourage you to review this policy regularly so you stay informed about how we protect your data.

CONTACT

If you have any questions about this privacy policy, how we handle your personal data, or if you want to exercise your privacy rights, please contact us at: privacy@websolve.com.

For privacy-specific concerns, you can also contact our Data Protection Officer (DPO), **Edwin Stokvis**, via the same email address.