

Privacy Statement – Credit Comfort

Credit Comfort, located at De Rotterdam, Wilhelminakade 173, 3072 AP Rotterdam, is responsible for the processing of your personal data as outlined in this privacy statement.

Contact details:

<https://www.creditcomfort.nl/>

De Rotterdam, Wilhelminakade 173, 3072 AP Rotterdam

+31 6 5469 1334

Alexander Glazener is the Data Protection Officer of Credit Comfort. You can reach him at glazener@creditcomfort.nl.

Personal data we process

Credit Comfort processes your personal data because you use our services and/or because you provide this data to us yourself. Below you will find an overview of the personal data we process:

- First and last name
- Telephone number
- Email address
- Location data
- Data about your activities on our website
- Data about your browsing behavior across various websites (for example, because our company is part of an advertising network)

Special and/or sensitive personal data we process

Our website and/or services do not intend to collect data about visitors under the age of 16, unless they have consent from a parent or guardian. However, we cannot verify whether a visitor is over 16. We therefore advise parents to be involved in their children's online activities to prevent data from being collected without parental consent.

If you believe that we have collected personal data about a minor without permission, please contact us at info@creditcomfort.nl. We will delete this information immediately.

Purposes of data processing

Credit Comfort processes your personal data for the following purposes:

- To send our newsletter and/or promotional materials
- To contact you by phone or email when necessary to provide our services
- To inform you about changes to our products and services
- To track your browsing behavior across different websites so we can tailor our products and services to your needs

Automated decision-making

Credit Comfort does not make decisions with significant consequences for individuals based solely on automated processing. This refers to decisions made by computer programs or systems without human intervention (such as an employee of Credit Comfort).

Retention of personal data

Credit Comfort does not store your personal data longer than strictly necessary to achieve the purposes for which your data is collected. We apply the following retention periods: *[to be specified if required]*.

Sharing personal data with third parties

Credit Comfort only shares your personal data with third parties when this is necessary for the execution of our agreement with you or to comply with a legal obligation.

Cookies or similar technologies we use

Credit Comfort uses functional, analytical, and tracking cookies. A cookie is a small text file stored in the browser of your computer, tablet, or smartphone upon your first visit to our website. These cookies ensure the proper functioning of the website and remember your preferences. We also use cookies to optimize the website and to track your browsing behavior so we can offer tailored content and advertisements.

During your first visit to our website, we informed you about these cookies and asked for your consent.

You can disable cookies by adjusting your internet browser settings so that it no longer stores cookies. You can also delete previously stored information through your browser settings.

More information: <https://veiliginternetten.nl/cookies-wat-zijn-het-en-wat-doe-ik-ermee/>

Viewing, correcting, or deleting your data

You have the right to view, correct, or delete your personal data. You can do this yourself through the personal settings in your account. You also have the right to withdraw your consent for data processing or object to the processing of your personal data by Credit Comfort. Additionally, you have the right to data portability, which means you can request that your data be sent to you or another organization chosen by you.

If you wish to exercise any of these rights, please send a detailed request to info@creditcomfort.nl.

To verify your identity, we ask that you attach a copy of your ID to your request, with your photo, MRZ (machine-readable zone), passport number, and Citizen Service Number (BSN) blacked out for privacy protection.

Credit Comfort will respond as quickly as possible, but always within four weeks.

You also have the right to file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) via:

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

How we secure your personal data

Credit Comfort takes the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification.

If you believe that your data is not properly secured or if you suspect misuse, please contact our customer service or email us at info@creditcomfort.nl.