

# Privacy Policy

## Welcome to VanTrap OÜ!

VanTrap OÜ values your privacy and the protection of your personal data. This privacy policy describes what information we collect from you, how we collect it, how we use it, how we obtain your consent, how long we keep it in our databases and, if necessary, with whom we share it. By using the website and services, you are accepting the practices described in this privacy policy. Use of the website and services is also subject to our terms and conditions. In this privacy policy, the words "website" refers to the VanTrap OÜ website, "we", "us", "our" and "VanTrap OÜ" refers to VanTrap OÜ and "you" "client" and "user" refers to you, the VanTrap OÜ user. This privacy policy has been drawn up and is maintained in accordance with all applicable national and international laws and regulations and in particular with the GDPR (General Data Protection Regulation – European regulation) and the Personal Data Protection Act (Wet Bescherming Persoonsgegevens), this means that:

- We clearly define our purposes before processing your personal data, through this privacy policy.
- We store as little personal data as possible and only as much as is necessary for our purposes. Data will not be stored if it is not necessary to do so.
- We ask explicit permission to process your personal data, if necessary.
- We take the necessary security measures to protect your personal data. We also impose these obligations on parties who process personal data for us.
- Respect your rights, such as the right to inspect, correct or delete your personal data processed by us.

This privacy policy may change from time to time. Your continued use of the website and services after we make changes will be deemed acceptance of those changes, so please check the policy periodically for updates.

## 1. GENERAL INFORMATION

The personal data of the users that are collected and processed through the website:

- <https://klantenservicenummerinfo.nl>

Will be under responsibility and in charge of:

- **VanTrap OÜ.**
- **Harju maakond Tallinn, Lasnamäe linnaosa, Väike-Paala tn 2, 11415**
- **E-mail: [info@klantenservicenummerinfo.nl](mailto:info@klantenservicenummerinfo.nl)**

(Hereinafter referred to as VanTrap OÜ).

## 2. TYPES OF INFORMATION GATHERED

The information we collect from users helps us to personalise and continually improve your experience when using the website and services, to provide our

services properly and to serve you efficiently and correctly. These are the types of information we collect: **Information You Give Us.** You provide information when you use our services and/or communicate with us through our contact information or our contact forms. As a result of those actions, you might supply us with the following information:

- First and last name
- Email address
- Phone number
- Transaction data
- NAW data
- Any additional information relating to you that you provide to us directly or indirectly through our website and services.

VanTrap OÜ will not collect any personally identifiable information about you unless you provide it and we need it to provide our services. **Information Collected Automatically:** By accessing and using the website you automatically provide us with the following information:

- Your IP address
- Referring URLs

If you access the website through a mobile phone, we will collect the following information:

- Mobile device ID
- IP address

**GOOGLE Analytics.** We use Google Analytics provided by Google, Inc., USA ("Google"). These tool and technologies collect and analyse certain types of information, including IP addresses, device and software identifiers, referring and exit URLs, feature use metrics and statistics, usage history, media access control address (MAC Address), mobile unique device identifiers, and other similar information via the use of cookies. The information generated by Google Analytics (including your IP address) may be transmitted to and stored by Google on servers in the United States. We use the GOOGLE Analytics collection of data to enhance the website and improve our service. Please consult Google's privacy policy here:

- <https://policies.google.com/privacy>

**Contact information:** We may access some personal information about the user, such as name and email address, when the user or any third party communicates with us through our contact information. Personal information provided through our contact information is not stored on any VanTrap OÜ server and will be stored on the respective server of our email service.

### **3. HOW LONG WE KEEP YOUR DATA**

The personal data provided by users through the website and services will be kept for the time necessary to provide the services and send communications of interest or until the user requests the deletion of their data. VanTrap OÜ may be allowed to retain personal data for a longer period whenever the user has given consent to such processing, as long as such consent is not withdrawn. Furthermore, VanTrap OÜ may be obliged to retain personal data for a longer period whenever required to do so for the performance of a legal obligation or upon order of an authority. Once the retention period expires, personal data shall be deleted. Therefore, the right to access, the right to erasure, the right to rectification and the right to data portability cannot be enforced after expiration of the retention period.

#### **4. HOW WE USE YOUR INFORMATION.**

In general, we use the information we collect primarily to provide, maintain, protect and improve our current website and services. We use personal information collected through our website as described below:

- Identify you as a user in our system.
- Provide the services.
- Process payments for users' billed minutes.
- Send invoices for services to clients.
- Understand and enhance your experience using our website and services.
- Respond to your comments or questions through our contact information.
- Link or combine your information with other information we get from third parties to help understand your needs and provide you with better service.
- Protect, investigate and deter against fraudulent, unauthorised or illegal activity.

#### **5. HOW DO YOU GET MY CONSENT?**

By using our services, contacting us through our contact forms or our contact information, and providing us with personal information for us to contact you, you consent to our collection, storage and use of your information on the terms contained in this privacy policy. You may withdraw your consent by sending us your request via the contact information or the contact page.

#### **6. HOW WE SHARE YOUR INFORMATION**

The personal information of our customers and users is an important and fundamental part of our business. Under no circumstances will we sell or share information with third parties that has not been previously authorised by the user, client or owner of the personal data. We share user and customer information only and exclusively as described below. **Third-Party Service Providers.** We use third-party services to perform functions on our website. For example: creating and

hosting the website, processing payments, sending emails, analysing data (Google Analytics) and using advertising services, creating and customizing ads (Google Ads, Bing Ads). Other third parties that may process the personal data provided by our users, on our behalf or on their behalf, include:

- IT vendors and service providers
- Cookie service providers
- Marketing companies
- Telecommunications providers

These third-party services, providers and tools may have access to personal information needed to perform their functions, but may not use that information for other purposes. Information shared with these third-party services or providers will be treated and stored in accordance with their respective privacy policies and our privacy policy. See the privacy policy of these third-party services. **Protection of VanTrap OÜ and others.** We release personal information when we believe release is appropriate to comply with the law, enforce or apply our Terms and conditions and other agreements, or protect the rights, property, or safety of VanTrap OÜ, our users or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction. **With Your Consent.** Other than as set out above, you will receive notice when personally identifiable information about you might go to third parties, and you will have an opportunity to choose not to share the information. **Anonymous Information.** VanTrap OÜ uses the anonymous browsing information collected automatically by our servers primarily to help us administer and improve the Website. We may also use aggregated anonymous information to provide information about the Website to potential business partners and other unaffiliated entities. This information is not personally identifiable.

## **7. PROTECTING YOUR INFORMATION**

We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you provide through the website. We restrict authorised access to your personal information to those persons who have a legitimate purpose to know that information and to those persons you have authorised to have access to that information. VanTrap OÜ follows generally accepted industry standards to protect the personal information submitted to us, both during transmission and once VanTrap OÜ receives it. No method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while VanTrap OÜ strives to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. We will not sell, distribute, or lease your personal information to third parties unless we have your permission or are required by law to do so.

## **8. RIGHTS**

Users who provide information through our website, as data subjects and data owners, have the right to access, rectify, download or delete their information, as well as to restrict and object to certain processing of their information. While some of these rights apply generally, others apply only in certain limited circumstances. We describe these rights below:

- **Access and portability:** to access and know what information is stored in our servers, you can send us your request through our contact information.
- **Rectify, Restrict, Limit and/or Delete:** You can also rectify, restrict, limit or delete much of your information.
- **Right to be informed:** Users of our website will be informed, upon request, about what data we collect, how it is used, how long it is retained and whether it is shared with third parties.
- **Object:** When we process your information based on our legitimate interests as explained above, or in the public interest, you may object to this processing in certain circumstances. In such cases, we will stop processing your information unless we have compelling legitimate reasons to continue processing it or where it is necessary for legal reasons.
- **Revoke consent:** Where you have previously given your consent, such as to allow us to process and store your personal information, you have the right to revoke your consent to the processing and storage of your information at any time. For example, you may withdraw your consent by updating your settings. In certain cases, we may continue to process your information after you have withdrawn your consent if we have a legal basis for doing so or if your withdrawal of consent was limited to certain processing activities.
- **Complaint:** If you wish to lodge a complaint about our use of your information you have the right to submit your complaint directly through our contact email (and without prejudice to any other rights you may have) and/or you have the right to lodge your complaint with the Authority for Consumers & Markets.
- **Rights related to automated decision-making, including profiling:** website users may request that we provide a copy of the automated processing activities we conduct if they believe that data is being unlawfully processed.

Users may exercise their rights in relation to the personal data they provide to VanTrap OÜ, at any time, by sending us their request through our contact email and we will process and respond to their request as soon as possible.

## **9. CHILDREN'S ONLINE PRIVACY PROTECTION**

We comply with the requirements of data protection regulations regarding the protection of children's personal data. We do not collect information from children under the age of 13. In the event that a child under the age of 13 provides us with personal information, we will take immediate steps to delete that information.

## **10. THIRD PARTIES**

Except as otherwise expressly included in this privacy policy, this document addresses only the use and disclosure of information that VanTrap OÜ collects from you through our services and the "" phone number. VanTrap OÜ and "" phone number is not affiliated with or affiliated with any third-party companies or persons that are included in our content or files with contact information numbers. If you disclose your information to third parties' different rules may apply to their use or disclosure of the information you disclose to them. VanTrap OÜ does not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. VanTrap OÜ is not responsible for the privacy or security practices of other third-party companies or persons, including those to which users are transferred through our services and the "" phone number. VanTrap OÜ encourages you to consult the privacy policies of these third parties before sharing your personal information.

## **11. CONTACT US**

If you have questions or concerns about this privacy policy and the handling and security of your data, please contact us through our contact forms or by using the contact information below:

**VanTrap OÜ.**  
**Harju maakond**  
**Tallinn, Lasnamäe linnaosa,**  
**Väike-Paala tn 2,**  
**11415**  
**E-mail: [info@klantenservicenummerinfo.nl](mailto:info@klantenservicenummerinfo.nl)**

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