

## TILER Privacy Policy V1.0 March 28, 2022

### **TILER B.V.**

Address: Molengraaffsingel 12  
2629JD Delft, the Netherlands

Email: [hello@tilercharge.com](mailto:hello@tilercharge.com)

Chamber of Commerce (KvK) number: 81092946

VAT number: NL861925804B01

### **Ways we collect your personal data.**

TILER gathers your personal data in the following ways:

- When you submit an inquiry relating to any of our products and services through our website.
- When you contact our sales and business development, human resource, or customer support team(s) through email, via telephone, letter, or through face-to-face meetings.
- When you connect with us through our social media channels such as Facebook, Twitter, Instagram and Pinterest.
- When you visit our premises or facilities.
- When, for any other reason or by any other means, you submit your personal data to us.

### **Personal data that we process.**

TILER processes your personal data because you use our services and / or because you provide them yourself. Below is an overview of the personal data we process:

- First and last name.
- Address data.
- Phone number.
- E-mail address.
- Commercial data.
- Employment-related data such as work history and professional references.
- IP address.
- Location data.
- Information about your activities on our website.
- Data about your surfing behavior across various websites (eg because this company is part of an advertising network).
- List of contact details of the customer via an app.
- Internet browser and device type.

### **Special/sensitive personal data that we process.**

TILER does not collect or process any special or sensitive personal data. Our website and / or service does not intend to collect data about any persons who are younger than 16 years. Unless they have permission from parents or guardians. However, we cannot check if a visitor is older than 16. We encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us at [hello@tilercharge.com](mailto:hello@tilercharge.com) and we will delete this information. **For what purpose and on what basis we process personal data.** TILER processes your personal data for the following purposes:

- Handling your payment.
- Sending our newsletter and / or advertising brochure.
- You can call or email if necessary to carry out our services.
- Inform you about changes to our services and products.
- Give you the opportunity to create an account. To deliver goods and services to you.
- To deliver goods and services to you.
- TILER analyzes your behavior on the website in order to improve the website and to tailor the range of products and services to your preferences.
- TILER monitors your surfing behavior on various websites with which we tailor our products and services to your needs.

### **How long we store personal data.**

TILER does not store your personal data longer than is strictly necessary to realize the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

- Cookies and analytics data: as long as relevant but in no case longer than 5 years.
- Personal data: up to 5 years (unless you withdraw your consent earlier).
- Commercial data: as long as you remain a customer and for up to 5 years following.
- Human resource data: up to 5 years (unless you withdraw your consent earlier).

### **Sharing personal data with third parties.**

TILER provides your personal data to third parties only if this is necessary for the execution of our agreement with you or to comply with a legal obligation.

### **Cookies, or similar techniques, that we use.**

TILER uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit this website. TILER uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work well and to optimize it. In addition, we place cookies that keep track of your browsing habits so that we can offer customized content and advertisements. On your first visit to our website we have already informed you about these cookies and asked permission for their placement. You can opt out of cookies by setting your internet browser so that it does not store cookies anymore. In addition, you can also delete all information previously saved via the settings of your browser. For an explanation, see:

<https://veiliginternetten.nl/themes/privacy/situatie/moet-ik-cookies-accepteren-om-alle-functionaliteit/?type=q>

We use Hotjar, Google AnalyticsSDIM, Microsoft Clarity, ActiveCampaign, and Messagebird in order to better understand our users' needs and to optimize this service and experience. Under GDPR, these tools will process only minimal personal data, which is limited to first name, last name, LinkedIn profile URL, and email address.

Hotjar is a technology service that helps us better understand our users experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices (in particular device's IP address (captured and stored only in anonymized form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), preferred language used to display our website). Hotjar stores this information in a pseudonymized user profile. Neither Hotjar nor we will ever use this information to identify

individual users or to match it with further data on an individual user. For further details, please see Hotjar's privacy policy by clicking on this link. You can opt-out to the creation of a user profile, Hotjar's storing of data about your usage of our site and Hotjar's use of tracking cookies on other websites by following this opt-out link.

Our website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). The information generated by the cookie about your use of our website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of our website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. Further information about Google's privacy policy may be obtained from <http://www.google.com/privacy.html>.

SDIM is a tool for reporting of leads. <https://www.sdim.nl/privacy-statement/>

Microsoft Clarity is a tool that helps us better understand our users experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. <https://docs.microsoft.com/en-us/clarity/faq>

ActiveCampaign provides cloud-based marketing and sales automation software with features for email marketing, lead scoring and web analytics, a CRM platform, and a live chat messaging platform called Conversations. <https://www.activecampaign.com/about/faq>

Messagebird is a onsite support tool that connects to various platforms (e.g. Facebook Messages, Whatsapp, WeChat, SMS, email, etc). <https://www.messagebird.com/legal/privacy/>

### **View, modify or delete data.**

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by TILER and you have the right to data portability. This means that you can submit a request to us to send the personal information we have in your computer file to you or another organization mentioned by you. You can send a request for access, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [hello@tilercharge.com](mailto:hello@tilercharge.com). To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy. We respond as quickly as possible, but within four weeks, at your request. TILER also wishes to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

### **How we protect personal data.**

TILER takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of abuse, please contact us via [hello@tilercharge.com](mailto:hello@tilercharge.com).