



Privacy and Cookie Statement

Introduction

Payt B.V. prioritizes the protection of your personal data. Through our website, personal data is processed. For instance, we store data when you visit our website and create an account or request information. Additionally, Payt processes personal data of (contact persons, staff, and representatives of) clients who use our services and products, as well as that of suppliers. Valuing your privacy highly, we ensure that your personal data is processed and secured with care, adhering to the laws and regulations regarding personal data protection, such as the General Data Protection Regulation (GDPR).

In this privacy statement, we explain which personal data we collect, for what purpose we do this, and with whom it can be shared. We may amend the privacy statement if new developments warrant. The most current privacy statement is always available on our website. Moreover, we will inform you via email or another electronic means about material changes. The latest version was updated on March 4, 2024. Please consult this privacy statement regularly to stay informed about changes.

The responsible party within the meaning of the GDPR for the processing of personal data as described in this privacy statement is Payt, located in Groningen at Ubbo Emmiussingel 21 and in Wormerveer at Zaandijkerweg 8, registered with the Chamber of Commerce under number 08155915. Our contact details can be found at the bottom of this privacy statement.

When does this privacy statement apply?

This privacy statement applies to all personal data collected and processed by Payt from visitors to Payt's websites (paytsoftware.com, paytsoftware.nl, paytsoftware.de, paytsoftware.es, and paytsoftware.be) and from (contact persons, staff, and representatives of) customers who use our services and products, as well as suppliers.

If you are under the age of 16, it is only permitted to enter data on our website with the consent of a parent or guardian who has read this privacy statement. We kindly request that you do not enter personal data on our website without permission.

This privacy statement does not apply to the use and processing of personal data from third-party websites that can be accessed via hyperlinks on our website. Additionally, Payt is in no way responsible for third-party advertisements.



In the context of its services and products, Payt also processes data from debtors of Payt's customers. This data includes personal identification, address information, email address, and telephone number, as well as information on payment behavior and communication between debtors and Payt's customers. Payt uses this data solely for the execution of the services provided to its customers. Thus, Payt is only a processor within the meaning of the GDPR for the processing of these personal data, and this privacy statement does not apply to it.

What data do we collect and for what purposes?

When you visit our website

When you visit our website, we process personal data about you. The data collected on Payt's website includes information about your visit to our website (collected through cookies and similar technologies, see also below). This allows us to analyze website statistics. We have configured analytical software (Google Analytics) in accordance with the instructions of the Data Protection Authority to minimize the impact on your privacy. To measure business use of our website and to connect with companies that may be interested in our products and services, we use the service Leadinfo from Rotterdam. This service shows us company names and addresses based on the IP addresses of our visitors, without recording the IP address itself. We process this personal data based on your consent or our legitimate interests (to optimize the use of our website).

Additionally, we collect data that you provide via the contact form on our website, which may include personal data, address, email address, and telephone number. The information from the contact form is used to respond to your message or to contact you if you have indicated an interest in our services or products. We process this data based on our legitimate interests (such as providing our services) or your consent.

If you use our products and services

We process personal data of (contact persons, staff, and representatives of) our customers, such as name, email address, telephone number, position, and (where relevant) signature. We process this personal data based on our legitimate interests to draft agreements with our customers, to communicate and maintain contact with our customers, for example, when there are questions about our products or services, and to execute the agreement Payt enters into with its customers.

The data we collect when you create an account on one of Payt's application environments (<https://demo.payt.nl> and <https://app.payt.nl>) include login details (username and password), personal details, address, email address, and telephone number. Payt uses this information for identification and to contact you as part of the service agreement entered into with you (or the organization you work for). Additionally, we use the contact details to inform users about developments and information about us and our products and services, for example, by sending newsletters. We process this personal data based on our legitimate interests (to



inform existing users about interesting developments and updates concerning Payt and its products and services).

To use our services and products and to provide you with good service, Payt needs the above information from you.

Furthermore, Payt processes personal data of (contact persons, staff, and representatives of) suppliers, such as name, email address, telephone number, position, and (where relevant) signature. We process this data based on our legitimate interests to draft agreements with our suppliers, to make contact and maintain communication, and to execute the agreement that Payt has with these suppliers. We also use contact details based on our legitimate interests to inform our business relations about developments and information concerning us and our products and services, for example, by sending newsletters.

If we process your data based on your consent, you may withdraw this consent at any time. How to do this is detailed at the bottom of this privacy statement.

Do we use cookies?

We use various types of persistent and session cookies. A cookie is a small text file placed on your computer, smartphone, or another device when you visit our website. Session cookies are deleted after closing the browser and are related to a single visit. With the help of persistent cookies, which, depending on the type of cookie, remain stored for several years, we can recognize you on subsequent visits to our website.

Functional or Necessary Cookies

Necessary and functional cookies are used to facilitate logging into our website and to remember your settings and preferences on return visits. These cookies are essential for our website and can be placed without your consent. Blocking this type of cookie in your browser may prevent our site from working correctly, and you may not be able to use all features.

Analytical Cookies

Analytical cookies are used to examine website visits. We track how you visit our website, how often, and how long you visit certain pages, and what your click and browsing behavior is. We use this information to better understand which parts of our website are of interest to our visitors and to improve the quality of our website. For this purpose, we use third-party cookies. For example, we place Google Analytics cookies. These data are not linked to your name, address, email address but are only used to gain insight into visits to our website and to adjust the design of our website accordingly. We use these cookies and information based on our legitimate interests (as set out above), not on your consent.

Marketing Cookies



These cookies are placed only with your consent. Our website contains 'embedded' YouTube videos. YouTube, for this purpose, places cookies, among other things, to record video preferences and track interaction with the videos.

In addition, marketing cookies are placed on our website by and through third parties, such as Meta Platforms, LinkedIn, Google, to display advertisements tailored to and relevant for the website user, and to collect information about your visit to and click behavior on our website and third-party websites, to measure the effectiveness of our advertisements, to limit the number of times you see a certain advertisement, and to make our advertisements more relevant.

Third-party cookies may also collect data outside our site. We have no control over the further use of this by these third parties. Please read the privacy policies of these parties for more information.



Below you will find the complete list of cookies used on our website.

Name	PurposeDescription
test_cookie	Used to check if the user's browser supports cookies.
__cf_bm	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.
__cfuvid	This cookie is a part of the services provided by Cloudflare - Including load-balancing, deliverance of website content and serving DNS connection for website operators.
l.gif	Used to count the number of sessions to the website, necessary for optimizing CMP product delivery.
li_gc	Stores the user's cookie consent state for the current domain
__cf_bm	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.
__cfuid	This cookie is a part of the services provided by Cloudflare - Including load-balancing, deliverance of website content and serving DNS connection for website operators.
CookieConsent	Stores the user's cookie consent state for the current domain
JSESSIONID	Preserves users states across page requests.
bscookie	This cookie is used to identify the visitor through an application. This allows the visitor to login to a website through their LinkedIn application for example.
CookieConsent	Stores the user's cookie consent state for the current domain
lidx	Registers which server-cluster is serving the visitor. This is used in context with load balancing, in order to optimize user experience.
AnalyticsSyncHistory	Used in connection with data-synchronization with third-party analysis service.
__hssc	Identifies if the cookie data needs to be updated in the visitor's browser.
__hssrc	Used to recognise the visitor's browser upon reentry on the website.
__hstc	Sets a unique ID for the session. This allows the website to obtain data on visitor behaviour for statistical purposes.
_ga	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.
ga#	Used by Google Analytics to collect data on the number of times a user has visited the website as well as dates for the first and most recent visit.
hubspotutk	Sets a unique ID for the session. This allows the website to obtain data on visitor behaviour for statistical purposes.
td	Registers statistical data on users' behaviour on the website. Used for internal analytics by the website operator.
utm_content	This cookie is used by the website's operator in context with multi-variate testing. This is a tool used to combine or change content on the website. This allows the website to find the best variation/edition of the site.
#GUID#32	
anj	Registers a unique ID that identifies a returning user's device. The ID is used for targeted ads.
receive-cookie-	

deprecation	
uuid2	Registers a unique ID that identifies a returning user's device. The ID is used for targeted ads.
XANDR_PANID	This cookie registers data on the visitor. The information is used to optimize advertisement relevance.
lastExternal Referrer	Detects how the user reached the website by registering their last URL-address.
lastExternal ReferrerTime	Detects how the user reached the website by registering their last URL-address.
IDE	
pagead/landing	Collects data on visitor behaviour from multiple websites, in order to present more relevant advertisement - This also allows the website to limit the number of times that they are shown the same advertisement.
ads/ga-audiences	Used by Google AdWords to re-engage visitors that are likely to convert to customers based on the visitor's online behaviour across websites.
pagead/1p-user-list/#	
__ptq.gif	Sends data to the marketing platform Hubspot about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels.
viral-links/v1/tracking	Tracks the individual sessions on the website, allowing the website to compile statistical data from multiple visits. This data can also be used to create leads for marketing purposes.
bcookie	Used in order to detect spam and improve the website's security.
li_sugr	Collects data on user behaviour and interaction in order to optimize the website and make advertisement on the website more relevant.
UserMatch History	Ensures visitor browsing-security by preventing cross-site request forgery. This cookie is essential for the security of the website and visitor.
_fbp	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.
_gcl_au	Used by Google AdSense for experimenting with advertisement efficiency across websites using their services.
prism_#	Collects information on user preferences and/or interaction with web-campaign content - This is used on CRM-campaign-platform used by website owners for promoting events or products.
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##	
iU5q-!O9@\$	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.
LAST_RESULT_ENTRY_KEY	Used to track user's interaction with embedded content.
nextId	Used to track user's interaction with embedded content.
requests	Used to track user's interaction with embedded content.
TESTCOOKIESEENABLED	Used to track user's interaction with embedded content.



yt.innertube::nextId	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.
yt.innertube::requests	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.
ytidb::LAST_RES ULT_ENTRY_KEY	Used to track user's interaction with embedded content.
YtidbMeta#databases	Used to track user's interaction with embedded content.
yt-remote-cast-available	Stores the user's video player preferences using embedded YouTube video
yt-remote-cast-installed	Stores the user's video player preferences using embedded YouTube video
yt-remote-connected-devices	Stores the user's video player preferences using embedded YouTube video
yt-remote-device-id	Stores the user's video player preferences using embedded YouTube video
yt-remote-fast-check-period	Stores the user's video player preferences using embedded YouTube video
yt-remote-session-app	Stores the user's video player preferences using embedded YouTube video
yt-remote-session-name	Stores the user's video player preferences using embedded YouTube video
VISITOR_INFO1_LIVE	Tries to estimate the users' bandwidth on pages with integrated YouTube videos.
VISITOR_PRIVACY_METADATA	Stores the user's cookie consent state for the current domain
YSC	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.

Tracking Pixels

In the emails we send on behalf of our clients to debtors, we use tracking pixels. These pixels are used solely for recording whether an email has been received and opened. This information is logged and made accessible to the client on whose behalf the communication was sent. This provides the respective client with insight into the status of the communication sent on their behalf. The information collected through tracking pixels is retained in accordance with the retention periods for personal data.

Deleting and Blocking Cookies

Session cookies are automatically deleted after each visit. You can delete persistent cookies at any time through your browser settings. You can also choose not to allow cookies through



your browser settings. Blocking and/or deleting cookies may result in the Payt website not functioning (fully) anymore. For more information on blocking and deleting cookies, please refer to your browser's manual and settings.

How long do we retain personal data?

Your personal data will not be retained for longer than is reasonably necessary for the purposes for which the data was collected. For the retention periods of cookies, please refer to the cookie section of this privacy statement.

To offer our services as effectively as possible, we store the data you provide. As long as your account remains active, the data will be retained. If you terminate the service or if your account on app.payt.nl or demo.payt.nl has not been used for a period of 3 years, we will delete the data. Data from (contact persons, staff, and representatives of) our customers and suppliers are retained as long as we have a (contractual) relationship and in accordance with our legal retention periods for a period of 7 years after the termination of the (contractual) relationship.

You may request Payt at any time to delete or modify data.

Payt may choose not to delete certain personal data immediately if retaining such data is required by legal retention obligations or if it involves personal data that Payt stores on behalf of its clients and the retention of these data does not constitute a disproportionate infringement on your privacy.

Which parties have access to which personal data?

It is possible that Payt shares certain personal data with third parties as reasonably necessary for the execution of its services and processing of personal data for the purposes mentioned above. These parties include:

- IT partners responsible for hosting and maintaining the website;
- Other partners from whom we use cookies, plug-ins, applications, and/or other software on the website (see the section on cookies);
- IT partners responsible for hosting and maintaining our applications;
- Partners who assist us in sending marketing emails;
- Other third parties necessary for the execution of our services and products, which include mail processors, bailiffs, providers of email, SMS, and telephone dispatch services, payment services, and banks or other financial institutions with which Payt cooperates in the context of providing financing to Payt's clients. Payt ensures, where reasonably possible, that these third parties process the data in accordance with this privacy statement and use them only for the agreed purpose.



Some of these third parties are located in countries outside the European Economic Area (EEA). Payt then takes adequate measures to ensure that the transfer of personal data to these third parties is in accordance with the GDPR, for example, by verifying that the third party is certified under the EU-US Data Privacy Framework or by entering into standard contractual clauses. If you have specific questions or wish to understand the measures Payt has taken in this regard, you can send an email to info@paytsoftware.com.

We never sell, distribute, or lease your personal data to third parties without your consent for the purpose of using the data for direct marketing. Only if Payt is legally required to do so, personal data is provided to regulators, tax authorities, and law enforcement agencies. In such cases, Payt will take appropriate measures that are reasonably necessary to ensure that your data is protected as well as possible.

How do we protect your personal data?

Payt handles your personal data with care. We implement appropriate technical and organizational measures to protect your personal data against loss, destruction, or unlawful use, which are reasonable considering the associated costs and the nature of the personal data. For instance, the data you enter on the website is encrypted and sent via a Secure Socket Layer (SSL) connection, and the data is stored on secure servers of Payt or those of a third party with whom we collaborate. When we work with a third party, we have clear agreements with this party to ensure the protection of personal data.

Access, Correction, and Deletion

You may request access to your personal data at any time. You can also request us to correct, supplement, delete, or shield your personal data if they are incorrect, incomplete, or irrelevant, or otherwise processed in violation of a legal provision. You have the right to object to the processing of your personal data. If you have given consent for the processing of personal data, you have the right to withdraw this consent. You also have the right to data portability.

Within a created account, certain data can also be changed by you at any time. If you are subscribed to a newsletter, each newsletter contains instructions on how to unsubscribe.

If you have complaints about how we handle your data, please let us know so we can address it. You also have the right to file a complaint with the Data Protection Authority.

Questions, objections, requests for access, correction, and/or deletion of personal data can be sent to:

Tel: 085 - 0021960



Email: info@paytsoftware.com

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Ubbo Emmiusingel 21
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