



# Privacy and cookie statement of Payt

## Introduction

Payt considers it important that your personal data are well protected. Personal data are processed via our website. For example, we store data when you visit our website and create an account, or when you request information. Since we attach great importance to your privacy, your personal data are processed and secured carefully. In this way, Payt acts in accordance with the rules and regulations governing the protection of personal data. In this privacy statement, we explain which personal data we gather, the purpose of doing this, and with whom these personal data could be shared. We can amend the privacy statement whenever new developments require such. On our website you will always find the most recent privacy statement. Consult this privacy statement regularly in order to remain updated concerning any amendments. The responsibility for processing the personal data in the sense of the law is vested in Payt, with its registered office at Ubbo Emmiusingel 21, Groningen, the Netherlands, and registered with the Dutch Chamber of Commerce under number 08155915.

## When does this privacy statement apply?

This privacy statement is applicable to all personal data gathered and processed by Payt concerning visitors to its websites and users of its services and products. On using our website and/or our services and products, you grant permission for the processing of your personal data in accordance with this privacy statement.

If you are younger than 16 years, you may fill in the data on our website only with the consent of your parent or guardian who has read this privacy statement. Please refrain from filling in any personal data on our website without having first obtained this consent.

This privacy statement does not apply to the use and processing of any personal data of websites of third parties that can be accessed via hyperlinks. Furthermore, Payt may not in any way be held liable for any advertisements of third parties.

## What data does Payt gather and for what purposes?

The data we gather on the [paytsoftware.com](https://paytsoftware.com) website are those data concerning your visit to the website (including cookies). Furthermore, we gather the data that you provide on our contact forms including any personal details, address data, email address and telephone number. The information on the contact form is used to react to the message.



The data that we accumulate when you create an account on one of the application environments of Payt ([www.paytsoftware.com](http://www.paytsoftware.com) and [demo.paytsoftware.com](http://demo.paytsoftware.com)) are log in data, (user name and password), personal details, address data, email address and telephone number, and data concerning your visit to our website (including cookies). Payt uses these data for the purpose of identification and in order to be able to set up an efficient processing of the contact/contract ? for the provision of services. Furthermore, we use the contact data for informing users about the developments in, and information concerning, our products and services, e.g. by means of newsletters.

Payt needs this data in order to provide you with an efficient service. It is necessary for you to provide your personal data to Payt in order that we can conclude a contract. In the absence of such data, it is not possible to enter into a contract with Payt. We process your data insofar as it is necessary for the implementation of the contract. We process additional data if you have given your consent for such. When we process your data based on your consent, you may at any time withdraw this consent.

Furthermore, Payt processes data of the creditors of clients of Payt. These data are personal details, address data, email address and telephone number, as well as data concerning the payment behaviour and communication between creditors and clients of Payt. Payt uses these data exclusively for the implementation of the service provided to its clients.

When visiting the website, statistics are analysed. We have configured analytical software in accordance with the instruction of the Authority for the Protection of Personal Data, so the impact on your privacy is minimal. To measure the business use of our website, we use the Leadinfo service from Rotterdam. This service shows us company names and addresses based on the IP addresses of our visitors. The IP address is not recorded.

### **Do we use cookies?**

We use different types of permanent and session cookies. A cookie is a small text file that is placed on your computer, smart phone, or other device at the moment that you visit our website. Session cookies are removed after the closure of the browser and refer to a one-off visit. With the help of permanent cookies which – depending on the type of cookie – can be retained for several years, we can identify you on your following visit to our website.

#### *Functional or necessary cookies*

Functional or necessary cookies are used to simplify logging in on our website and to remember your settings for the next time you visit the website.



### *Analytical cookies*

Analytical cookies are used for analysing the website visit. They enable us to record the manner in which you visit our website, the frequency and duration of your visit to certain pages and your clicking and surfing behaviour. To do this, we make use of cookies from third parties. For example, we place cookies on Google Analytics and Hotjar. These data are not linked to your name, address, or email address but are used solely in order to obtain insight into your visit to our website and to modify the set-up of our website. We have no influence over the further use of this by third parties. For further information, consult the privacy policy of these third parties.

### *Deleting and blocking cookies*

Session cookies are automatically deleted after each visit. Permanent cookies can be deleted via the browser settings at any time. You can also opt, via your browser settings, not to allow any cookies. The blocking and/or deleting of cookies could have the consequence that the Payt website no longer functions (in full). For more information concerning the blocking and deleting of cookies, we refer you to the manual and the settings of your browser.

### **How long do we retain your personal data?**

Your personal data are not retained longer than is reasonably necessary taking into account the objectives for which we have gathered them. For the retention periods of cookies see the cookies section in this privacy statement. In order to be able to provide our services as efficiently as possible, we retain the data that you have filled in. As long as your account remains active, these data are retained. When you terminate the service provision, or have not used your account on [app.paytsoftware.com](https://app.paytsoftware.com) or [demo.paytsoftware.com](https://demo.paytsoftware.com) for a period of 3 years, we will delete the data.

You may at any time request that Payt deletes or amends your data.

Payt may opt not to remove certain personal data (directly) if retention is mandatory according to the legal retention period or if it concerns personal data that Payt stores on behalf of its clients and the retention of such data does not constitute an unreasonable infringement of your privacy.

### **Which parties have access to your personal data?**

It is possible that in the implementation of its services that, when it is reasonably necessary, Payt shares certain personal data with third parties. These parties are:

- IT partners who provide the hosting and maintenance of the website;
- Other partners whose cookies, plug-ins, applications and/or other software are used on our website (see cookies section).



- Other third parties who are necessary for the implementation of our services and products include, in any case, post processors, court bailiffs, suppliers of email, SMS and telephone services as well as banks or other financial institutions with which Payt collaborates in the context of providing financing to Payt clients.

Payt guarantees insofar as is reasonably possible that these third parties process the data in accordance with this privacy statement and use the data exclusively for the agreed purpose.

Without having obtained your prior consent, Payt never sells, distributes, or leases your personal data to any third party that has the intention to use this data for direct marketing. Only in the case that Payt is legally obliged to do such are personal data passed on to supervisory bodies, tax authorities and (criminal) investigation services. In such cases, Payt will adopt reasonable measures to ensure that your data is protected as far as possible.

### **How do we protect your personal data?**

Payt handles your personal data with great care. We adopt the appropriate technical and organisational measures - that are reasonable in terms of the costs involved and the nature of the personal data - to protect your personal data against, loss, destruction and unlawful use.

For example, the data that you enter encrypted on the website are sent via a Secure Socket Layer (SSL). The data are stored on secured servers of Payt, or of a third party with whom we collaborate. If we work together with a third party, we have clear agreements with this party concerning the protection of personal data.

### **Access, correction and removal**

You may access your personal data at any time. You can also request that we improve your personal data by amending them, removing them, or shielding them in the case that the data are incorrect, incomplete or irrelevant, or have in any way been processed in contravention of a legal provision. You are entitled to lodge an objection concerning the processing of your personal data. If you have given your consent for the processing of personal data, you are entitled to withdraw that consent. You are also entitled to data transferability.

Furthermore, within the created account you can amend certain data at any time. If you have requested a newsletter, each newsletter includes instructions for cancelling this request.

If you have any complaints concerning the manner in which we handle your data, please inform us so that we can look into the matter promptly. You are also entitled to submit a complaint to the Dutch Personal Data Protection Authority.



**Any queries, objections, request for access, correction and/or removal of personal data may be addressed to:**

Tel: 0031 85 - 0021960

Email: [info@paytsoftware.com](mailto:info@paytsoftware.com)

**Groningen office**

Ubbo Emmiusingel 21

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