

## **Book Helpline**

### **Privacy Statement**

Book Helpline is responsible for the processing of personal data as outlined in this privacy statement.

### **Contact Information**

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The Netherlands  
+31 627870923

J.A. Henstra is the Data Protection Officer at Book Helpline. She can be reached via [judith@bookhelpline.com](mailto:judith@bookhelpline.com).

### **Personal Data**

Book Helpline processes your personal data when you use our services and/or provide these data to us. Below is an overview of the personal data we process:

First and last name  
Address details  
Phone number  
Email address

### **Special and/or Sensitive Personal Data**

Our website and/or service does not intend to collect data about website visitors under the age of 16, unless they have permission from parents or guardians. However, we cannot verify if a visitor is over 16. We recommend that parents be involved in their children's online activities to prevent the collection of data about children without parental consent. If you believe that we have collected

personal information about a minor without permission, please contact us at [judith@bookhelpline.com](mailto:judith@bookhelpline.com), and we will remove this information.

### **Purpose and Legal Basis for Processing Personal Data**

Book Helpline processes your personal data for the following purposes:

Handling your payment

Sending our newsletter

Contacting you by phone or email when necessary to provide our services

Informing you about changes to our services and products

Processing personal data as required by law, such as data needed for tax returns

### **Automated Decision-Making**

Book Helpline does not make decisions with significant consequences for individuals based on automated processing. This refers to decisions made by computer programs or systems without human intervention.

Book Helpline uses the following computer programs or systems:

ActiveCampaign, an email system, for sending emails with information regarding the purchased product.

### **How Long We Retain Personal Data**

Book Helpline does not retain your personal data longer than necessary to achieve the purposes for which the data is collected.

### **Sharing Personal Data with Third Parties**

Book Helpline does not sell your data to third parties and will only provide it if necessary for the execution of our agreement with you or to comply with a legal obligation. We enter into a data processing agreement with companies processing your data on our behalf to ensure a similar level of security and confidentiality. Book Helpline remains responsible for these processing activities.

### **Cookies and Similar Technologies**

Book Helpline uses functional, analytical, and tracking cookies. A cookie is a small text file stored in the browser of your computer, tablet, or smartphone during the first visit to our website. Book Helpline uses cookies for purely technical functionality, ensuring the website works correctly, and remembering your preferences. We also use cookies to track your browsing behavior to offer personalized content and ads. During your first visit to our website, we informed you about these cookies and asked for your consent to place them. You can opt-out of cookies by adjusting your internet browser settings not to store cookies. Additionally, you can delete all previously stored information via your browser settings.

### **Analytical/Tracking Cookies**

Google Analytics

#### *Advertisements*

Google AdWords

Facebook Pixel

#### *Social Media*

Facebook

LinkedIn

### **Viewing, Modifying, or Deleting Data**

You have the right to view, correct, or delete your personal data. You can do this through the personal settings of your account. Additionally, you have the right to revoke your consent for data processing or object to the processing of your personal data by our company. You also have the right to data portability, meaning you can request us to send the personal data we have about you in a computer file to you or another organization specified by you. To exercise your right to object or your right to data portability, or if you have other questions or comments about data processing, please send a specific request to [judith@bookhelpline.com](mailto:judith@bookhelpline.com).

To ensure that the request for access is made by you, we ask you to include a copy of your ID with the request. In this copy, black out your photo, MRZ (machine-readable zone, the strip with numbers at the bottom of the passport), and passport number to protect your privacy. Book Helpline will respond to your request as soon as possible, but no later than four weeks.

Book Helpline also wants to inform you that you have the right to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). This can be done through the following link:

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

### **How We Secure Personal Data**

Book Helpline 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 your data is not adequately secured or there are indications of misuse, please contact our customer service at [judith@bookhelpline.com](mailto:judith@bookhelpline.com).