

Book Helpline

Privacy Policy

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

Contact Information:

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J.A. Henstra is the Data Protection Officer of Book Helpline. She can be reached at judith@bookhelpline.com.

Personal Data We Process

Book Helpline processes your personal data because you use our services and/or because you provide this 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 we process

Our website and/or service does not intend to collect data from visitors under the age of 16 unless they have parental or guardian consent. However, we cannot verify whether 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 we have collected personal data about a minor without permission, please contact us at judith@bookhelpline.com, and we will delete 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
- Being able to call or email you if necessary to provide our services
- Informing you about changes to our services and products
- Book Helpline also processes personal data when required by law, such as data needed for our tax returns.

Automated Decision-Making

Book Helpline does not make decisions with significant consequences for individuals based on automated processing. These are decisions made by computer programs or systems without human intervention, such as a Book Helpline employee.

Book Helpline uses the following computer programs or systems:

- ActiveCampaign, an email system. For sending emails with information regarding purchased products.
- Microsoft Office 365 – for editing and administration.
- PayPal – for handling your payment.

How Long We Retain Personal Data

Book Helpline does not retain your personal data longer than necessary to achieve the purposes for which your 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 data processing agreements with companies processing your data on our behalf to ensure the same level of security and confidentiality for your data. Book Helpline remains responsible for these processes.

Cookies or Similar Technologies We Use

Book Helpline uses functional, analytical, and tracking cookies. A cookie is a small text file stored in your computer, tablet, or smartphone's browser when you first visit this website. Book Helpline uses cookies for purely technical functionality. They ensure the website functions correctly and remember your preferences. These cookies are also used to make the website work well and optimize it.

Additionally, we place cookies to track your browsing behavior, allowing us to offer personalized content and ads. We informed you about these cookies and requested your consent when you first visited our website. You can opt out of cookies by configuring your internet browser not to store them. You can also delete previously stored information through your browser settings.

Analytical/Tracking Cookies

Google Analytics

Advertisements

Google Ads

Access, Correction, or Deletion of Data

You have the right to access, correct, or delete your personal data. You can do this through your account's personal settings. Additionally, you have the right to withdraw your consent for data processing or object to the processing of your personal data by our company, and you have the right to data portability. This means you can request that we send the personal data we have about you in a computer file to you or another organization you specify.

To exercise your right to object and/or right to data portability or if you have other questions or comments about data processing, please send a specific request to judith@bookhelpline.com.

Book Helpline will respond to your request as soon as possible, but within four weeks at the latest. We also want to inform you that you have the option to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. You can do so through the following link: <https://autoriteitpersoonsgegevens.nl/en>.

How We Secure Personal Data

Book Helpline takes data protection seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized alterations. If you suspect your data is not adequately secured or if you have indications of misuse, please contact our customer service at judith@bookhelpline.com.