

Privacy- and Cookie Statement TrackingCoach



Your privacy and the protection of your personal data is of great importance to TrackingCoach B.V. (hereinafter: **TrackingCoach**). When processing your personal data, we work in accordance with the requirements for the processing of personal data laid down in the General Data Protection Regulation (GDPR).

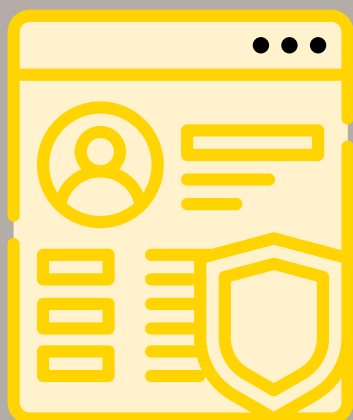
This means we:

- **Clearly specify our purposes** before we process your personal data, as set out in this Privacy and Cookie Statement.
- **Store as little personal data as possible** and only the data necessary for our purposes.
- **Ask for explicit consent** for the processing of your personal data, should consent be required.
- **Take appropriate security measures** to protect your personal data. We also impose these obligations on parties who process personal data on our behalf.
- **Respect your rights**, such as the right of access, rectification or erasure of your personal data processed by us.



Please note that the personal data to be processed by TrackingCoach in performing the services are subject to the GDPR, in connection with which, according to the terminology of that Act, the company of which your coach is a part (hereinafter: the Company) shall be the 'controller' and TrackingCoach shall be the 'processor'. TrackingCoach processes personal data provided by or via the Company exclusively on the instructions of the Company within the framework of the execution of the Agreement with the Company and for those purposes as additionally agreed upon by both Parties, and thereby acts in accordance with the GDPR.


For what purposes do we use your personal data?



By using TrackingCoach (web application and TrackingCoach app) on request of your coach from the Company, we obtain various personal data from you. For each purpose is indicated what information we obtain from you, for what purpose we process this information and how long it will be stored. If you have any questions or want to know exactly what we store about you, please contact the Company. You can find the contact details on the website of the Company. It is also possible to contact TrackingCoach directly. The contact details are mentioned below.

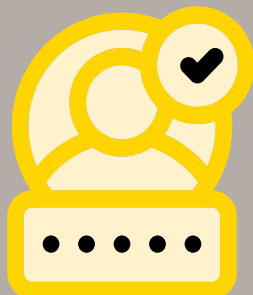
Contact

When you send us an email, use our contact form, or contact us in any other way, you respond to our offer to contact us. For this purpose, we process the following personal data:

- 
- **Name**
 - **E-mail address**
 - **Telephone number**
 - **Any information that you enter as the content of a message**

We use this information in order to be able to handle your request to contact you properly and to perform the contract with you to this end. If you contact us, your personal data will be retained until we are sure that we fully answered and correctly handled your request.

Register and create an account for TrackingCoach



TrackingCoach requires you to sign-up beforehand. Your coach from the Company will invite you by email. After registering you can login to your account via <https://'YOURCOMPANYNAME'.trackingcoach.com/login> with your e-mail address and password of your choice. Once you are logged in, you are able to review and modify the information on your profile. To pair the TrackingCoach app with your account, you need to download the app in the Appstore and scan the QR code or fill in credentials.

For this purpose, we process the following personal data:

- **Name**
- **E-mail address**

We need this information because of our agreement with the Company. We will retain this information so that you do not have to re-enter it every time you want to login. We will store this information for a maximum of 1 year after you ended your subscription with the Company. Certain types of personal will be retained for a longer period with regards to the legal tax retention period of 7 years.

Manage your account

Once you have accepted the invitation to your account, you will be directed to your account, where you can complete your profile and get started. We can use your personal data for providing our services.

For this purpose, we process the following personal data:



We need this information because of our agreement with the Company. We will retain this information so that you do not have to re-enter it every time you want to login. We will store this information for a maximum of 1 year after you ended your subscription with the Company. Certain types of personal data will be retained for a longer period with regards to the legal tax retention period of 7 years.

Email, app and SMS engagements

We send out updates or notifications on daily, weekly or monthly basis to inform you about your progress. In your profile you can change your settings.

For this purpose, we use your:

- **Name**
- **Email address**
- **Phone number**

We need this data because of our agreement with the Company. We store this information for three months after you cancelled your subscription.

Providing data to third parties

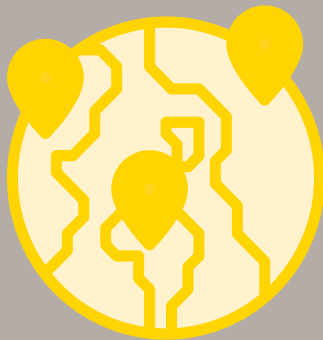
TrackingCoach only shares your data with third parties when this is allowed by current legislation. It may happen that we provide your personal information to third parties, because:

- we have engaged them to process certain data;
- it is necessary to carry out the agreement with you;
- you have given consent for this;
- we have a legitimate interest in this;
- we are legally obliged to do so (e.g. if the police demand this in case of a suspicion of a crime).



The parties that process personal data in our or your assignment:

- IT suppliers and service providers
- Cookie service providers (please see the cookie table below)
- Helpdesk service provider

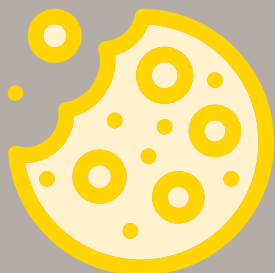


In order to provide this service, TrackingCoach may provide your personal data to parties established outside the European Economic Area (EEA). TrackingCoach will only do this if there is an adequate level of protection for the processing of personal data. This means, for example, that we use a model agreement from the European Commission or make agreements about the handling of personal data.

Security

We take appropriate technical and organizational security measures with regard to the processing of personal data to be carried out, against loss or against any form of unlawful processing (such as unauthorized access, corruption, alteration or disclosure of personal data).

Cookies



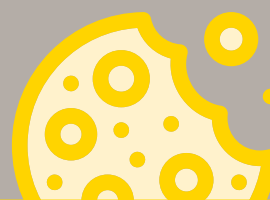
We use third party cookies and our own cookies for the TrackingCoach platform. Cookies are information files that can be automatically stored on or read from the visitor's device when he visits a website or application (such as a PC, tablet or smartphone). This is done through the web browser on the device:

- Enable functionalities of the website or application (technical or functional cookies).
- Analyze the use of the website or application and improve the website or application based on this information (analytical cookies).
- To show you personalized advertisements (marketing cookies).

These cookies collect the following data from you:

- **IP address**
- **Cookie-ID**
- **Website/ application and click behavior**
- **Referer URL**

We can use the following cookies:



Cookie; Entity; Guarantees	Type	Purpose	Retention period
XSRF-TOKEN	Functional	To check if users are not bots	1 hour
Trackingcoach-session	Functional	To make sure users stay logged during the session	1 hour

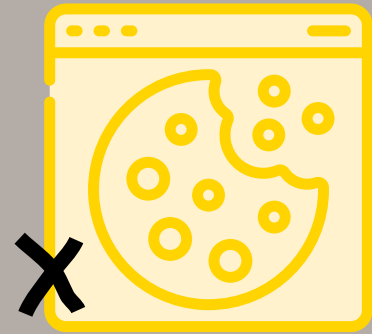
If you would like to know what the cookie service providers do with your personal data, please read the privacy and cookie statement of the company in question. If you click on 'privacy statement' in the cookie table, you will be redirected to the relevant privacy statement.

Disabling of cookies

You can set your web browser to only accept cookies with your consent. For more information, please consult your browser's manual. Be aware that disabling cookies will affect the functionality of this and many other websites that you visit.

Removal of cookies

Most cookies have an expiration date. This means that they will automatically expire after a certain period and no longer register any data concerning your visit of the website. Another option is to remove the cookies manually before the expiration date. In order to do this, consult your browser's manual.



Your privacy rights



You can always contact us if you have any questions regarding your personal data. Besides that, you have to the following rights regarding your personal data:

- ✓ **Right of access:** you have the right to see what kind of personal data we processed about you;
- ✓ **Right of rectification:** you have the right to rectify any personal data we have processed about you, if this information is (partially) wrong;
- ✓ **Right to complain:** you have the right to file a complaint against the processing of your personal data by us, or against direct marketing;
- ✓ **Right to be forgotten:** you can file a request with us to remove any personal data we processed of you;
- ✓ **Right to data portability:** if technically possible, you have the right to ask us to transfer your processed personal data to a third party;
- ✓ **Right to restriction of processing:** you can file a request with us to (temporarily) restrict the processing of your personal data;
- ✓ **Right to revoke your consent,** when we process your data with your consent.

You may send a request by sending an e-mail to the Company. It is also possible to send the request to us (TrackingCoach). Any request that applies (in part) to the Company that reaches TrackingCoach, and vice versa, will be forwarded or handled jointly. For a request related to cookies, you can send the request directly to TrackingCoach. To prevent abuse, we may ask you to provide proper proof of your identity.

Both your the Company and TrackingCoach will usually respond to your request within one month. This term can be extended if the request is proven to be complex or tied to a specific right. You will be notified about a possible extension of this term within one month.

Changes to this privacy and cookie statement

If our services change, we adjust our privacy and cookie statement. Therefore, we advise you to consult this privacy and cookie statement regularly for the most up-to-date information.

Complaints

If you would like to file a complaint about our use of personal data, please send an email with the details of your complaint to the Company or to privacy@trackingcoach.com. Both the Company and we will look into it and respond to any complaint we receive.



If you think that we are not helping you correctly, you have the right to file a complaint with the national supervisory authority responsible for the protection of personal data against the processing of your personal data. For the Netherlands, this is the [Autoriteit Persoonsgegevens](#).

Contact details

If you have any questions about our privacy and cookie statement or about your rights, you can always contact the Company or us via the details below:



TrackingCoach B.V.
Marisplein 3
2102 AC Heemstede
The Netherlands

Email address: privacy@trackingcoach.com
Phone number: +31 (0) 6 430 386 33
Chamber of Commerce number: 71372644