

Comvion B.V., Sim Services International B.V. and Sim Services BVBA operating in name of Sim Services, Klerkenveld 15, 4704 SV Roosendaal, the Netherlands are responsible for the processing of personal data as mentioned in this privacy declaration.

Personal data that we process

Sim Services processes your personal data because you make use of our services and/or because these are provided to us by you.

Here you will find an overview of all the personal data that Sim Services processes:

- First and last name
- Phone number
- E-mail address
- Data about your activities on our website
- Internetbrowser and device type

Unusual and/or sensitive personal data that we process

Our website and/or service does not have the intention of gathering data about website visitors younger than 16 years, unless they have approval from parents or a legal guardian. However, we cannot check if a visitor is older than 16 years of age. This is why we recommend parents to be aware of the online activities of their children, to prevent the collecting of data about children without parental approval. If you are convinced that we have collected personal data of a minor without approval, please contact us through support@simservices.com so we can remove the relevant information.

For what purpose and on what basis we process personal data

Sim Services processes your personal data for the following purposes:

- Processing your payment
- Being able to call or e-mail you when this becomes necessary to carry out our services
- To inform you about changes to our services and products
- To offer you the option of creating a user account
- To deliver goods and services to you
- Sim Services also processes personal data when we are lawfully obligated to, such as data that is necessary to process our tax return.

Automated decision making

Sim Services does not take decisions that can have a (significant) effect on people that are based on automated processes. This refers to decisions that are taken by computer programs or systems, without needing a person (like a Sim Services employee) to be a part of it.

How long we save personal data

Sim Services saves your personal data no longer than is strictly necessary to complete the goals for which the data had been gathered. We make use of the following storage period for personal data:

We will save data, if these have been provided to us for the purpose of the correct implementation of our offered services, related to your name, function, e-mailaddress, phone number(s) and company details as long as you are a (potential) client and/or make use of the platforms that are related to our services.

Sharing personal data with third parties

Sim Services exclusively and only provides personal data to third parties when this is necessary for the execution of our agreement with you or to fulfill a lawful obligation.

Cookies, or comparable techniques, that we use

Sim Services makes use of functional, analytical and tracking cookies. A cookie is a small text file that is saved in the browser of your computer, tablet or smartphone the first time you visit this website. Sim Services uses cookies with a purely technical functionality. These ensure that for example your preferred settings are remembered, the site works as intended and help us to optimize the site. Additionally, we make use of cookies that record your browsing history within our site, so that we can offer customized content and adverts. On your first visit to the site we have already informed you regarding our cookies and asked for permission in generating them. You can opt out of using cookies by changing the settings of your internet browser to no longer save cookies. Additionally you can also remove all the information that was saved through the settings of your browser. For an explanation, please see: <https://www.pcmag.com/encyclopedia/term/40334/cookie>

On our website we also place cookies from third parties, for example from LinkedIn.

Data access, editing or removal

You have the right to access, correct or remove personal data. Additionally, you have the right to retract your permission that allows for personal data processing or to object to the processing of your personal data by Sim Services and giving you the right to data portability. This means that you can turn in a request with us to gather all your personal data that we possess and send this to you, or an organization named by you, as a digital file.

A request for inspecting, correcting, removing, transferring of your personal data, or a request to retract your approval or objection to the processing of your personal data, can be sent to support@simservices.com.

To ensure that such a request for inspection is sent in by you, we ask that you send in a copy of your proof of identification together with the request. Please ensure that your photo, MRZ (Machine readable zone, the string of numbers underneath your passport), passport number and personal citizen service number have been blacked out. This is further ensure your privacy. We will reply as soon as possible, but within a period of four weeks, to your request.

Sim Services would like to note that Dutch users have the possibility to send in a complaint through the national overseer, the Authority of Personal data. This can be done through the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we secure your personal data

Sim Services takes the security of your personal data seriously, and will take suitable measures to prevent abuse, loss, unauthorized access, unwanted publication and unauthorized changes. If you are under the impression that your personal data is not secured properly or you have found indications of abuse, please contact our customer service through support@simservices.com