

# Savvii | Privacy and cookie statement

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Savvii B.V. trading under the name of Savvii offers website hosting and related services as a web hosting party. When you visit our website savvii.com/en or make use of our services, we process your personal data. Your privacy is of great importance to us. That is why we comply with the General Data Processing Regulation (GDPR).

## **Our privacy and cookie statement in brief**

In processing personal data, we comply with the GDPR. This means that we:

- **lay down our purposes clearly** in this privacy and cookie statement before processing your personal data;
- **store as little personal data as possible** and only store those data that are required for our purposes;
- **ask explicit permission** for the processing of your personal data, if permission is required;
- **take the required security measures** to protect your personal data. These obligations are also imposed on parties that process personal data on our behalf;
- **respect your rights**, such as the right to inspection, rectification or deletion of your personal data that we have processed.

## **For which purposes do we use your personal data?**

Your data are safe with us, and we will use these data correctly. This privacy and cookie statement explains what we do with information we learn about you. Through your use of our services, we obtain various types of personal data from you. For each purpose, we will indicate what data we obtain from you, for what purpose we process these and for how long these will be retained. If you have any questions or want to know exactly what information we have on you, please contact us using the details at the bottom of this privacy and cookie statement.

## **Registration**

Certain parts of our website require that you register before you can use them. This enables us to create an account for you, which you can log into using your username and password.

To that end, we process the following personal data:

- name and address details;
- email address;
- telephone number.

We do so in order to be able to perform the agreement we enter into with you. We will retain your personal data until you cancel your account, or for a maximum of two years after you last logged in to your account and have stopped purchasing active services and/or products from us. In such case, we will assume that you no longer wish to make use of our services. We retain this information to prevent you from having to enter it repeatedly and to make it easier for us to contact you where necessary.

## **Your account**

Once you have registered, you can log into your account, after which you will have access to your environment where you can – for example – place an order.

To that end, we process the following personal data:

- account details;
- name and address details;
- email address;
- telephone number;
- invoice address;
- payment details;
- company name;

We do so in order to be able to perform the agreement we enter into with you. We will retain your personal data until you cancel your account, or for a maximum of two years after you last logged in to your account and have stopped purchasing active services and/or products from us. In such case, we will assume that you no longer wish to make use of our services. We retain this information to prevent you from having to enter it repeatedly and to make it easier for us to contact you where necessary. You can adjust your account information in your management environment whenever you want.

### ***Placing and handling of orders***

You can place an order via our website. When you place an order with us, you leave certain details. We need this information to complete the order.

To that end, we process the following personal data:

- name and address details;
- contact details (email address);
- invoice address;
- payment details;
- company name;

We do so in order to be able to perform the agreement we enter into with you. We will retain such information for two years after you placed the order. We do this in order to provide you with a better service if you are not satisfied with our services. We retain some data for longer if we are required to do so by law (for example, because of the tax-related retention obligation).

### ***Newsletter***

You can sign up for our newsletter via our website or via your account. In this newsletter, we will inform you by email of subjects that might be relevant to you.

To that end, we process the following personal data:

- Name;
- email address;

We do this on the basis of your consent. We will retain this information until you unsubscribe from the newsletter. You can unsubscribe at any time. Each newsletter contains a link to unsubscribe.

### ***Contact***

On our website, we offer various possibilities to contact us. You can do so by telephone, but also by email, through the contact form or via the chat function.

To that end, we process the following personal data:

- name;
- email address;
- telephone number;

- any information you enter yourself as the content of a message.

We do this in order to be able to properly handle your request to contact you and to perform the agreement on this with you. We will retain this information for as long as is necessary for this contact or up to three months after we last had contact with you, as we want to be sure that we have handled your question or complaint properly.

### ***Job applications***

If you have responded to one of our vacancies or have submitted an open application, we will process your personal data in order to process your application.

To that end, we process the following personal data:

- name and address details;
- contact details (email address and telephone number);
- Curriculum Vitae;
- motivation letter;
- salary indication;
- references;
- any other information that you enclose with your application;

We do so in preparation for potential entry into an employment agreement. We will retain your application details for a maximum of six weeks after the position has been filled. We will retain the data so that we will still be able to contact you should the position become vacant again within the trial period. If we are unable to offer you a position at this time, we can – with your consent – retain the application details for another year. You can withdraw your consent at any time by sending us an email. If you come to work with us, we will keep your application details in the personnel file. This file will be kept for as long as is necessary, and the application details will be retained for a maximum of two years after commencement of the employment.

A social media and Internet search may form part of the application procedure. This is required to ensure that our image is preserved when we take on new staff. We therefore do so on the basis of our legitimate interest. For this purpose, we will Google your name and look at any profiles you may have on the various social media. It goes without saying that we will only do so insofar as these profiles are public; we will not ask you to grant us access to a protected social media page or make a connection with us. The results of the searches will be discussed with you. If you object to this, you can indicate this by email at the time of your application.

### ***reCAPTCHA***

We use Google Inc.'s (Google's) reCAPTCHA service to protect our website against spam and abuse. In order to allow Google reCAPTCHA to work, the IP address of a website visitor, mouse movements and possibly other data are collected. For this purpose, this information is sent to and processed by Google. By analysing this information, Google can determine whether we are dealing with a real website visitor or a robot. For more information, please refer to [Google's privacy statement](#).

### ***Sharing personal data with third parties***

We will only share your personal data with third parties where this is permitted under the current legislation. We may provide your personal data to third parties because:

- we have engaged them to process certain data;
- this is required in performing the agreement with you;

- you have provided permission to do so;
- we have a legitimate interest in doing so;
- we are legally obliged to do so (for example, if the police so demand in case of a suspicion of a crime).

The parties that process personal data on our or your instruction include:

- IT suppliers and providers;
- cookie service providers;
- payment service providers;
- partners;
- marketing companies;
- Total Webhosting Solutions Business Units;

In order to provide our services, we may provide your personal data to parties located outside the European Economic Area (EEA). We only do so if the personal data are processed with an appropriate level of protection. This means – for example – that we use a model agreement of the European Commission or make arrangements on the handling of personal data.

A number of these parties state that they observe the [Privacy Shield](#) principles and participate in the Privacy Shield programme of the U.S. Department of Commerce. Until recently, compliance with the Privacy Shield programme meant that there was an appropriate level of protection for the processing of any personal data. However, in [the judgment of the EU Court of Justice of 16 July 2020](#) (Schrems II case), this Privacy Shield was declared invalid. We are currently investigating how we can best deal with this. We are very committed to privacy and will try to do everything we can to find a suitable solution. Once we have a suitable solution, we will inform you of this via this privacy statement. If you have questions about the processing of your personal data, please contact us using the contact details in this privacy statement.

#### **Are your personal data protected?**

We have taken appropriate technical and organisational measures against loss or any form of unlawful processing (such as unauthorised inspection, impairment, alteration or provision of personal data) in connection with the processing of personal data to be performed.

#### **Cookies and similar technologies**

On our website, we use cookies and similar technologies (hereinafter referred to as: cookies), such as a retargeting pixel, of ourselves and of third parties. Cookies are small data files that can automatically be stored on or accessed from a visitor's device (such as a PC, tablet or smartphone) when visiting a website. The cookies are sent to the web browser on the device. We use cookies to:

- enable the features of the website (technical and functional cookies);
- analyse use of the website and use the information obtained to make the website more user friendly (analytical cookies);
- show personalised ads (marketing cookies and the retargeting pixel).

When you visit our website for the first time, we will show you a message containing an explanation of cookies. To the extent that we are obliged to do so, we will ask for your permission to use cookies.

The table below provides an overview of the cookies we use.

Cookie; Entity; Safeguards	Type	Purpose	Retention period
<b>Google Tag Manager</b> <b>Google LLC, United States</b> <a href="#">Privacy statement</a>	Functional	Cookies from Google Tag Manager make it possible to upload scripts of other cookies. Google Tag Manager is purely functional and is not used to collect personal data.	Session
<b>Google DoubleClick</b> <b>Google LLC, United States</b> <a href="#">Privacy statement</a>	Marketing	These cookies are used to log the actions of website visitors on the website after they look at or click on advertisements. The purpose of this is to measure the effectiveness and show personalised advertisements.	A maximum of six months
<b>Google Analytics</b> <b>Google LLC, United States</b> <a href="#">Privacy statement</a>	Analytical	<p>These cookies are placed to gain an insight into visitor behaviour and improve the user experience based on that insight. We have configured these cookies to be privacy friendly. This means that we:</p> <ul style="list-style-type: none"> <li>• have concluded a processing agreement with Google;</li> <li>• only provide Google with masked IP addresses;</li> <li>• do not share any other data with Google; and</li> <li>• do not use any other Google services in conjunction with Analytics.</li> </ul>	A maximum of two years
<b>GA Audiences</b> <b>Google LLC, United States</b> <a href="#">Privacy statement</a>	Marketing	GA Audiences cookies are used to allow website visitors to return based on their online website behaviour. This means that clicking behaviour, for example, is logged for the purpose of measuring effectiveness and showing website visitors personalised content.	A maximum of six months
<b>Facebook Custom Audience</b> <b>Facebook, Inc., United States</b> <a href="#">Privacy statement</a>	Marketing	These cookies are used to enable Facebook advertising options. They register clicking behaviour and website visits.	A maximum of three months
<b>Hotjar</b> <b>Hotjar Ltd., Malta</b> <a href="#">Privacy statement</a>	Analytical	Hotjar is a technological service that helps us to better understand our users' experience (how much time they spend on which page, on which links they decide to click, what users do and do not like, etc.). This enables us to improve our website with user feedback. Hotjar uses cookies and other technologies to collect information on users' behaviour and devices (in particular IP addresses of devices (recorded and stored only in anonymised form), device screen resolution, device type (unique device identifiers), browser information, geographical location (country level only) and preferred language for displaying our website).	One year
<b>Facebook Connect</b> <b>Facebook, Inc., United States</b> <a href="#">Privacy statement</a>	Marketing	These cookies are used to enable Facebook advertising options. They log clicking behaviour and website visits. These cookies record a unique ID to recognise recurring devices. The purpose of this is to be able to show specific and personalised advertisements.	A maximum of three months
<b>LinkedIn Insight Tag</b>	Marketing	These cookies are used to enable LinkedIn advertising options. They register clicking behaviour and website visits.	A maximum of three months
<b>Miscellaneous:</b> First-party cookies for strictly functional purposes.	Functional	These cookies enable necessary functionalities of the website to work, such as remembering the chosen language and whether consent has been given for cookies, displaying the cookie banner, etc.	A maximum of two years

### Enabling and disabling cookies

You can set your web browser to accept the storage of cookies only if you agree to do so. Please consult the manual of your browser for more information on this. Please note that many websites will not function optimally if you have disabled cookies.

### Deleting cookies

Most cookies have an expiry date. If the cookies have been given an expiry date, they will be automatically removed once the expiry date has lapsed. You may also opt to delete cookies manually before the expiry date has lapsed. Please consult your browser's user guide for this purpose.

### Your rights

You have the following rights:

- **right of access:** you have the right to access your personal data that we process;
- **right to rectification:** you have the right to correct or supplement your personal data that we process if these are incorrect or incomplete;
- **right to object:** you can object to the processing of your personal data and to direct marketing;
- **right to deletion:** you can ask us to delete your personal data;
- **right to withdraw your consent:** if you have given us permission to process personal data, you can withdraw this consent at any time;
- **right to data portability:** insofar as this is technically possible, you have the right to have your personal data that we process transferred to a third party;
- **right to restriction of processing:** in some cases, you may ask us to restrict the processing of your personal data (whether or not temporarily).

In the event of such a request, we may ask that you provide identification. We do this to confirm that you are indeed the person to whom the personal data belong.

In principle, we will comply with your request within one month. However, this term may be extended by two months for reasons relating to the specific privacy rights or the complexity of the request. If we extend this term, we will inform you in good time.

If you wish to exercise any of your rights, you can make this known via [support@savvii.com](mailto:support@savvii.com).

### Changes to this privacy and cookie statement

In the event of changes to our services, we are obviously required to adapt our privacy and cookie statement as well. Therefore, you should consult this privacy and cookie statement on a regular basis for the most up-to-date information.

### Questions or complaints

If you have any questions or wish to complain about the use of your personal data, you can contact us using the contact details at the bottom of this privacy and cookie statement. We handle every question and complaint internally and will discuss this with you in further detail. If you believe we have not handled your data properly, you have the right to submit a complaint to the supervisory authority, the [Dutch Data Protection Authority](#).

### Contact details

Savvii  
Takenhofplein 3  
6538 SZ Nijmegen

Email address: [info@savvii.com](mailto:info@savvii.com)

Telephone number: +31248200000

Chamber of Commerce number: 58599541