

# *Privacy statement for B T Words*



B T Words, located at G W Navislaan 20, 9251 GG Burgum, the Netherlands, is responsible for the processing of personal information as set forth in this privacy statement, in accordance with the European General Data Protection Regulation (EU) 2016/679.

## CONTACT DETAILS:

G W Navislaan 20  
9251 GG Burgum  
The Netherlands  
+31652095127  
[ino@btwords.com](mailto:ino@btwords.com)

The person responsible for privacy and data protection in my company is me: Baukje Wijma. My contact details are the same as those of my company B T Words (see above).

## TYPE OF PERSONAL INFORMATION BEING PROCESSED

B T Words processes your personal information through your use of its services and/or because you provide this information. The following list shows the type of personal information being processed:

- Address details
- Bank details
- Company name
- Email address
- First and last name
- Other personal information actively provided during communication
- Telephone number
- VAT and Chamber of Commerce number
- Website activity details

This information is essential for the execution of the services. If you do not provide the necessary information, B T Words cannot provide you with its services.

## PARTICULAR CATEGORIES OF AND/OR SENSITIVE PERSONAL INFORMATION BEING PROCESSED

In principle, B T Words does not process any particular categories of and/or sensitive personal information. It is not the intention of the website and/or service to collect information on site visitors who are below 16 years of age, unless they have permission from a parent or guardian. However, it's not possible to check if a visitor is over the age of 16. Parents are encouraged to be involved in their children's online activities, to prevent the collection of information about minors without parental consent. If you believe that personal information has been collected on a minor without this consent, please contact B T Words via the contact details provided above so this information can be deleted.

## PURPOSE AND BASIS FOR PROCESSING PERSONAL INFORMATION

B T Words processes your personal information for the following purposes:

- To be able to call you or send an email when needed as part of carrying out its services
- To deliver services to you
- To process your payment

B T Words also processes personal information when required to do so by law, such as information required for tax purposes. The legal bases for processing your personal information are the following:

- **Permission:** The client has given permission for the processing of their personal information for one or more specific purposes.
- **Agreement:** The processing is necessary for the performance of a contract to which the data subject is party, or to be able to take measures before the conclusion of an agreement, at the request of the person concerned.
- **Legal obligation:** The processing is necessary in order to comply with a legal obligation on the controller's part.
- **Vital interest:** The processing is necessary in order to protect the vital interests of the data subject or another natural person.
- **Legitimate interest:** The processing is necessary for the protection of the legitimate interests of the controller or a third party, except where the interests or fundamental rights and freedoms of the data subjects that call for the protection of personal information outweigh those interests, in particular when the person concerned is a child.

## AUTOMATED DECISION-MAKING

B T Words does not make decisions on matters which may have a (substantial) impact on people based on automated processing. These are decisions taken by computer programmes or systems without a person being involved. B T Words uses the following computer programmes or systems:

- Computer including secure external hard drive for creating and storing work and records
- Email programme for client contact
- Translation software for delivering language services

## DATA RETENTION

B T Words does not store your personal information longer than is strictly necessary in order to achieve the goals for which your information is collected. All of the aforementioned personal information will be stored for the entire duration of the mutual business relationship and as long as the information is correct, and afterwards for an additional seven (7) years in accordance with Dutch tax legislation.

## SHARING OF PERSONAL INFORMATION WITH THIRD PARTIES

B T Words will share your personal data with various third parties if necessary for the purpose of performing the agreement and to comply with any legal obligation. A processing agreement is established with companies that process your data on commission to ensure the same level of security and confidentiality of your data. B T Words remains responsible for these processing operations.

## COOKIES OR SIMILAR TECHNIQUES USED

B T Words only uses technical and functional cookies. And analytical cookies that are no infringement to your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you visit the website for the first time. The cookies used are necessary for the technical performance of the website and the user experience. They ensure that the website works as intended and store your preferred settings, for example. They also allow for optimization of the website. You can disable cookies by configuring your internet browser to no longer store cookies. In addition, you can delete all information previously stored through your browser's settings.

## REVIEWING, CHANGING OR DELETING INFORMATION

You have the right to view, correct or delete your personal information. In addition, you have the right to withdraw your consent for the processing of your information, to object to the processing of your personal information by B T Words and the right to data portability. This means that you can submit a request to send your personal information in a computer file to you or another organization, as indicated by you. Requests for the inspection, correction, removal or portability of your personal information, or requests in which you indicate the withdrawal of your consent or your objection to the processing of your personal information, can be submitted to [info@btwords.com](mailto:info@btwords.com). To ensure that the request has been made by you, you should accompany your request with a copy of your ID. Your photo, the MRZ (machine readable zone, the line of numbers at the bottom of the passport), your passport number and your social security number should be blocked out in this copy, in order to protect your privacy. B T Words will respond to your request as quickly as possible, within a maximum of four (4) weeks.

## COMPLAINTS

B T Words would like to point out to you that you have the option of submitting a complaint to the (Dutch) national regulatory authority, the 'Autoriteit Persoonsgegevens', by following this link (Dutch only):

<https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/privacyklacht-indienen>.

## PERSONAL INFORMATION PROTECTION

B T Words takes the protection of your information seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, disclosure and unauthorized alteration. Your data is stored on the business computer and on a backup disk. Both are properly secured by means of a firewall, a password/encryption and a paid version of commercial antivirus software.

If you feel that your information is not adequately protected or if you have any evidence of abuse, please contact B T Words via the contact details provided in this document.