

Privacy statement Firm24 - Introduction

1. Firm24 B.V., having its registered office and office in Amsterdam (1076 GR) at Van Diemenstraat 200 (hereinafter “**Firm24**”), attaches great importance to the responsible handling of personal data of users of its website www.firm24.com (hereinafter “**Users**”).
2. Firm24 processes personal data of Users carefully and with due observance of the provisions laid down by the General Data Protection Regulation (GDPR).
3. In this Privacy Statement, Firm24 informs Users about the way Firm24 processes their personal data and how they can change or object to it. This Privacy Statement only applies to the services offered by Firm24 at www.firm24.com.

Article 1: Explanation of personal data and purposes for the processing thereof

Personal data

1. Firm24 distinguishes between different types of Personal Data:
 - A. Account Information: User specified account information (name, email address, password). This allows non-notarial services such as templates for contracts to be purchased. If necessary, this data is also forwarded to specialist partners for services such as bookkeeping or tailoring or checking a contract.
 - B. Notarial data: Data provided by the user that is required for the performance of a notarial service, including data required on the basis of the Dutch WWFT act and data for identification. Full names, date of birth, place of birth, address details and passport details and details about the company are required for the

preparation of notarial deeds and a telephone number is necessary for the execution and coordination of the notarial service.

These data are processed for the purpose of providing a notarial service, as these data must be included in the notarial deed and / or power of attorney. In addition, data is also processed that the user provides for the investigation by the notary in the context of the duty of care. Firm24 analyzes this data to improve its services in general and more specifically the process related to the duty of care.

- C. Communication data: Data relating to email contact and other correspondence between Firm24 and user. These data are necessary to inform users about services or to provide these services. For more information about this, see article 1.9.
- D. Other data: Data not provided by the user. See article 5 of this statement for this.

Firm24 also uses the above data where necessary for analyses and development of its services. This is in an attempt to improve the quality of the services and to prevent abuse by malevolent users.

2. All Personal Data of a User is stored in the account that User creates on the website www.firm24.com and Firm24's CRM system.
3. Firm24 is at all times responsible for the management of the Personal Data provided by the User and will make every effort to protect those Personal Data. In the event of a data breach, Firm24 will immediately notify the User of that event via the email address known to it and will make every effort to prevent further dissemination of that Personal Data.
4. The User has the right at all times to have the Personal Data provided by him / her to Firm24 presented in an orderly manner from Firm24 (**“right of inspection”**). At the first request of a User, Firm24 will

forward his / her Personal Data to a third party to be designated by that User (“**right to data portability**”) or remove it entirely from its system (“**right to be forgotten**”).

5. Any questions a user may have regarding their Personal Data can be sent to support@firm24.com. These questions will be answered within 2 working days.

Legal basis

6. Because a User requests a service and provides personal data in categories A, B and C for this purpose, Firm24 is authorized to use and process this personal data for the performance of the service in connection with which the personal data is provided as referred to in Article 6.1 (b) of the GDPR.
7. The personal data under categories B, C and D will also be used to improve the services of FIRM24 and to prevent abuse, qualifying as a legitimate interest as referred to in Article 6.1 (f) of the GDPR.
8. The personal data will not be used for any other purpose than the purpose as stated in this statement, unless the User has given explicit consent for a different use of these Personal Data.

Customer service

9. Users can call, chat & email Firm24 customer service. To be able to help users quickly with questions, we use your data as stated under 1.1 and Firm24 makes notes where necessary. Firm24 uses a CRM system to register data about the telephone conversation and chats conducted in order to analyze them and to improve our services.

Customer reviews

10. When writing a customer review, users can choose whether personal information is visible to other visitors and whether Firm24 can contact

you about the customer review.

Personalised shopping

11. Based on previous visits to www.firm24.com, Firm24 keeps track of the shopping behavior and personal preferences of users and Firm24 can adjust its offer accordingly. Firm24 uses cookies (if permission has been given), an IP address and information about previous purchases.

Fraud, hacking and other malicious behaviour by users

12. If necessary, Firm24 will use data from users to investigate or prevent fraud. Upon request, Firm24 will hand over Personal Data as stated under 1.1 to the police, judicial authorities and other investigative services or third parties involved, if it is obliged to do so by law, a court order, or if necessary to prevent criminal offenses or unlawful behavior.

Social media

13. In some places on www.firm24.com, users can log in with a social media account. The shopping behavior can then become visible on the social media account of users. Firm24 does not have access to the user's social media account.

Article 2: Transfer of data to third parties

1. Firm24 does not provide personal data to third parties, unless:
 - a) The transfer is made to a third party engaged by Firm24 for the purposes listed in this Privacy Statement, with which third parties Firm24 has entered into an agreement that specifies how this Cooperation Partner handles your personal data in a responsible manner;
 - b) Firm24 is obliged by law to pass on personal data to competent authorities.

Article 3: Protection of data

1. Firm24 uses - as may be required of it - appropriate technical and organizational security procedures, among other things to ensure that unauthorized persons do not gain access to data and to prevent the loss, unlawful use or modification of the information Firm24 receives.

Article 4: Availability and modification of data

1. Users can at any time request access to their personal data that Firm24 processes. Users can also request to have data changed or removed. For this, users can send an email to support@firm24.com or use the de-authorization option in their account. If users choose to delete certain personal data, they may no longer be able to use the website because the processing of this personal data is essential for the use of the website.

Article 5: Cookies

1. Firm24 uses data to offer users the most personal shopping experience possible. Firm24 adapts what users see on www.firm24.com to their interests. Firm24 uses, for example, data from previous orders, IP addresses and cookies. You can read more about cookies [here](#).

Article 6: Liability Firm24

1. Firm24 has no control over the possible use by third parties of your personal data. This Privacy Statement only relates to the personal data that Firm24 processes for the benefit of www.firm24.com. Firm24 does not accept any responsibility or liability for (the operation and / or content of) websites or services of third parties.

Article 7: Retention period

1. Firm24 keeps copies of passports for a period of 30 days from the date of application, unless Firm24 is required by law to keep personal data longer

2. Deeds of incorporation and shareholders' registers are not deleted unless a user requests this.

Artikel 8: Change of Privacy Statement

1. Firm24 reserves the right to change this Privacy Statement. Any adjustment will be announced via www.firm24.com. By using www.firm24.com after changes, you agree to any amended Privacy Statement. Keep an eye on this page and www.firm24.com for all changes.

The current Privacy Statement was updated on July 31, 2020