



PRIVACY POLICY

Personal data protection

We take the protection of personal data very seriously. Your personal information will only be used in order to send a newsletter and, if desired, relevant information.

In addition, your data can be used as a basis for research into opportunities for further optimization of our services. In such case, personal data are anonymised and no longer retraceable to an individual person.

Respect for privacy is considered a prerequisite for a dignified existence and one of the foundations of our legal system. Everyone is entitled to protection against the uncontrolled collection, processing and dissemination of personal data.

We agree with the above-mentioned statement of the Data Protection Authority, responsible for the independent compliance with the Data Protection Act. The Data Protection Act determines that personal data may only be processed for specified purposes. We use your personal information for the following purposes:

- For the preparation and implementation of agreements between you and us (such as subscriptions and test numbers);
- In order to inform you about relevant products and services, including communication within the context of loyalty actions (such as newsletters);
- For product development and the procurement of information to optimize our services (for example, changes to our website);
- To prevent, control and deal with fraud.

We select our partners with great care. Any collaboration will always be attended with great concern for privacy. Unfortunately, in consideration of the aforementioned, we cannot or only limitedly accept responsibility for the way other parties and/or institutions process anonymous or personal data. For further information contact the relevant party or institution.

If we process personal data in order to gain your interest in our products and services, you can write a statement of opposition against it at any time and without charge. We will then immediately stop processing your personal data. Your requests and statements should be sent to see: [contact page](#)

The content of this page may change without notice. Consult this information regularly in order for you to always use our website in acceptance of the most current privacy rules.



Personal data that we process

ZC processes your personal data because you use our services and / or because you provide these to us yourself.

Below you will find an overview of the personal data that we process:

- First and last name
- Sex
- Date of birth
- Birthplace
- Address data
- Telephone number
- E-mail address
- IP address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone
- Location information
- Information about your activities on our website
- Bank account number

Special and / or sensitive data that we process

- This website and/or service do not intend to collect data about website visitors who are younger than 16 years of age.
- Unless they have permission from parents or guardian!
- However, we cannot check whether a visitor is older than 16. We therefore advise parents to be involved in the online activities of their children, to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without that permission, please [contact](#) us and we will remove this information.

For what purpose and on what basis we process personal data

ZC processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and / or advertising brochure
- To be able to call or e-mail you if this is necessary to be able to perform our services
- Inform you about changes to our services and products
- Offer you the option to create an account
- ZC analyses your behaviour on the website in order to improve the website and to adjust the range of products and services to your preferences.
- ZC also processes personal data if we are legally obliged to do so, such as data that we need for a tax return



Automated decision making

- ZC does not make decisions based on automated processing of matters that can have (significant) consequences for people. These are decisions that are made by computer programs or systems, without a human being (such as an employee of ZC) among them.

How long we keep personal data

- ZC does not store your personal data for longer than is strictly necessary to achieve the purposes for which your data are collected. After cancelling one of our services, your data will be deleted within 90 days.

Sharing of personal data with third parties

- ZC only provides to third parties and only if this is necessary for the implementation of our agreement with you or to comply with a legal obligation.

Cookies, or similar techniques, that we use

- ZC uses only technical and functional cookies and analytical cookies that do not infringe on your privacy.
- A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website. The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and, for example, remember your preferences.
- We can also use this to optimize our website.
- You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information that was previously saved via the settings of your browser.

View, modify or delete data

- You have the right to view, correct or delete your personal data. In addition, you have the right to withdraw your consent for data processing or to object to the processing of your personal data by ZC and you have the right to data transferability. This means that you can submit a request to us to send the personal data that we hold about you in a computer file to you or another organization mentioned by you.
- You can send a request for access, correction, deletion, data transfer of your personal data or request for withdrawal of your consent or objection to the processing of your personal data to [contact](#).

To ensure that the request for inspection has been made by you, we request that you send a copy of your proof of identity with the request. Make in this copy your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN) black. This is to protect your privacy. We will respond to your request as quickly as possible, but within four weeks.



How we protect personal data

- ZC takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, unwanted disclosure and unauthorized changes. If you have the impression that your data is not properly protected or there are indications of abuse, please contact our customer service or via contact

Embedded content from other websites

- Messages on this site may contain embedded content (for example, videos, images, messages, etc.). Embedded content from other websites behaves exactly the same as if the visitor had visited this other website.
- These websites may collect data about you, use cookies, embed third-party tracking, and monitor your interaction with this embedded content, including the interaction with embedded content if you have an account and are logged into that website.

ANTI SPAM & COMPLIANCE

- ZC sends free tips, tricks and techniques via e-mail after a subscriber is "opt-in" confirmed. In addition ZC will offer her own products via e-mail and through the associated media sites.
- ZC puts high importance to the regulations concerning electronic mailings and the privacy law. So we try to avoid spam at all times.

What is spam?

Spam is defined as: A large amount of mail sent to recipients who have not explicitly requested them. All e-mails in this volume are concerning content, broadly similar and often contain advertising for products, political thinking and / or propaganda. Also the frequent sending of the same e-mail to a recipient, who has not explicitly requested, falls under spamming. (This applies to both consumers and businesses).

ZC will never use the data for other purposes and will never sell any of the provided data. Each subscriber always has the opportunity to unsubscribe, free and easy at all times by clicking on the unsubscribe link in the e-mail.

Complaint Policy

ZC is committed to providing a high quality service to everyone. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat a complaint of any expression of dissatisfaction with our service that calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.



Courtesy and respect

You can expect to be treated with courtesy, respect and fairness at all times.

How to make a complaint?

Email: [contact](#)

Response

You will be notified when the complaint has been received in good order as soon as possible and ultimately within 4 weeks your complaint will be dealt with.

Right to appeal

Please send in writing to: [contact](#)

Registration

Complaints and the method of handling are recorded and kept for a period of five years.





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Haarlem, The Netherlands