

Privacy statement for the application “MyRoute-app Mobile” of MyRouteApp B.V.

This privacy statement was last edited on April 20th, 2022.

Introduction and definitions

This privacy statement applies to all users of the app MyRoute-app Mobile by MyRouteApp B.V. (hereafter referred to as “MyRouteApp”). By using the MyRoute-app Mobile, MyRouteApp B.V. obtains personal data from you. This privacy statement is intended to enlighten you about the way we process this information.

Before you read the privacy statement, we would like to clarify four concepts that are important for the full understanding of this privacy statement. These four concepts are: the 'privacy statement', the 'data subject', the 'personal data' and 'processing'.

The '**privacy statement**' is an informative document. It informs, among other things, what personal data is collected, for what purpose, what is done with it, how long this takes place and what rights the data subject has regarding this process.

The privacy statement is addressed to the person whose personal data will be processed. That person is called the '**data subject**'.

'**Personal data**' is a very broad concept. It concerns information and data about an identified or identifiable person. This means that the information is directly about a person, or can be traced back to a person. For example: someone's name, address, telephone number, email address, IP-address, license plate, or a passport photograph.

Every action that can be done with personal data is indicated by the word '**process**'. This includes collecting, organizing, storing, updating, modifying, retrieving, using, distributing, combining, blocking, erasing, and destroying the data, and any other action concerning the processing of personal data.

Contact information

The contact details of the controller of the personal data can be found below.

Full name of the company:	MyRouteApp B.V.
Address:	Bredewater 16
Postal code:	2715 CA, Zoetermeer
Country	The Netherlands
Telephone number:	+316-39087165
Email address:	https://www.myrouteapp.com/contact#contact

You can contact the controller with your questions and concerns regarding the procedure and handling of your personal data by MyRouteApp. You can also contact the controller in case you want to exercise any of your rights regarding the personal data processed by MyRouteApp.

Processed personal data

The following personal data can be processed by MyRouteApp.

- Screen name of the data subject.
- Email address of the data subject.
- The IP-address of the data subject.
- The type of logged-in device of the data subject.
- The country in which the data subject resides.
- The location of the data subject.
- Added images (possibly containing personal data) to the account of the data subject.
- Forum posts posted by the data subject.
- Ticket messages send in by the data subject.
- The address of the data subject (if specified).

The personal data stated above, will be deleted 30 days after the account has been deleted by the data subject.

If you do not want to share the above-mentioned personal data with MyRouteApp, the website will not be usable and functional for you.

How does MyRouteApp obtain your personal data?

MyRouteApp obtains the personal data directly from you. This happens when you visit the website, create an account and enter certain information, or when you contact our Support department, for example.

Location data

MyRoute-app Mobile collects location data to enable the tracking functionality even when the app is closed.

The location is saved if you click "save" separately. If you do not save, the location data will not be saved in the system. If you have saved, the location data is for your accessibility only. MyRouteApp cannot access your location data.

Personal data required for the participation in competitions and special offers

If you have taken part in a competition organized by MyRouteApp, we may request additional personal data from you, such as your address and full name. This data will be requested from you directly and will not be stored. We need this information to send products, for example. The information or personal data requested in this case, will only be used for that purpose.

Purpose and base

MyRouteApp processes the above-mentioned personal data for the following purposes.

- As a necessity for the proper functioning of the website.
- As support for the system and the user.
- For analysis of the user base.

Base

MyRouteApp processes the personal data based on the following legal bases.

- **The consent of the person to whom the personal/user data applies and belongs.**

- By giving explicit consent to the processing of the personal data as data subject, you have given us a legal base on which we may process the above-mentioned personal data that applies and belongs to you.
 - You can always withdraw this permission. This will result in MyRouteApp not processing your personal data in the future.
 - Withdrawal of your permission does not have retroactive effect. This means that the processing of your personal data before the withdrawal of consent remains legitimate.
- **Executing an agreement.**
 - The service provided by MyRouteApp is impossible without processing the above-mentioned personal data. For example, MyRouteApp needs the location data (the country in which the data subject resides) of its users when planning routes.
 - **The legitimate interest of MyRouteApp.**
 - This refers to the performance of regular business activities. By processing the personal data, the website can function. MyRouteApp collects as little data as possible regarding this. With the above-mentioned personal data, we can also reach existing customers for commercial purposes.

Third parties

MyRouteApp shares your personal data with third parties. This makes the service more efficient and user friendly, faster and better. Only relevant personal data is shared. In addition, personal data is only shared if this is required on the basis of one or more of the legal grounds mentioned above. MyRouteApp shares your personal data with the following third parties.

- Statistics service providers
- Maintenance or support service providers
- Digital facility service providers
- Administrative service extension providers

MyRouteApp receives personal data from “Freshdesk”. This data concerns the ‘forum posts’ and ‘ticket posts’. For more information about the [privacy policy of Freshdesk](#), please refer to the Freshdesk privacy policy.

Employees with access to your personal data

Employees of MyRouteApp who have access to personal data of data subjects, are never allowed to use this data for personal purposes. This includes, for example, the situation in which an employee uses personal data of data subjects from the user base to look up this person on the internet or a social medium. This also includes all other actions concerning the personal data of data subjects for personal purposes.

Protection of your personal data

The personal data that MyRouteApp processes about you is stored in a secure and locked database in the European Economic Area (EEA). MyRouteApp does everything it can to keep your personal data safe.

Where MyRouteApp stores your personal data

MyRouteApp stores your personal data within the European Economic Area (EEA). In principle, your personal data will not leave the European Economic Area. This can only be the case if the sharing of your personal data is necessary for the provisions of services of a third party to MyRouteApp, which is located outside the European Economic Area.

Rights of the data subject

Every data subject has rights to guarantee a correct privacy policy. If you want to exercise one or more of these rights, you can contact the controller (see the paragraph on “contact information” listed above). In case you seek contact with the controller, the controller is obliged to provide you with a reply within one month.

Right of access by the data subject

Every data subject has the right to access and get insight in the personal data that MyRouteApp has processed from you. You have the right to have this explained to you, and can, if desired, obtain a copy of the personal data of you that is in possession of MyRouteApp. Costs may be associated with this request.

Right of rectification

Every data subject has the right to rectify personal data that MyRouteApp has processed about you if this data turns out to be incorrect or incomplete. Rectifying means recovering one or more errors.

Right of erasure

You have the right to request that (a part of) your personal data be deleted from our possession. MyRouteApp, as an information society service, is obliged to delete this data. However, the following grounds for exception apply, when processing is required:

- For exercising the right of freedom of expression and information.
- For compliance with a legal obligation which requires processing by a Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- For reasons of public interest in the area of public health.
- For archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in so far as deletion of the personal data is likely to render impossible or seriously impair the achievement of the objective of that processing.
- For the establishment, exercise or defence of legal claims.

Right to object

You have the right to object to the processing of your personal data. You must state what your specific reasons are for making an objection. If you object to direct marketing, direct marketing will immediately be discontinued.

Right to restrict

You have the right to temporarily stay or stop MyRouteApp from processing your personal data. This means that the processing of the personal data will temporarily stop, this does not mean that your personal data will be deleted. This possibility exists so that a problem, complaint or objection can be resolved.

Right of portability

You have the right to receive personal data that we have processed from you in a readable form.

Right to lodge a complaint

If you believe that your rights are being or have been violated, you have the right to file a complaint with the supervisory authority. This is the Dutch Data Protection Authority. The complaint can be submitted via post, mail or via the website of the Dutch Data Protection Authority for personal data. The following information applies.

Autoriteit Persoonsgegevens

Post office box 93374

2509 AJ The Hague

We would like to inform you that it is MyRouteApp's preference that you first submit a complaint to the controller (see "contact information" listed above). We prefer to solve the complaint with you.

Stay informed

This privacy statement has been compiled with (legal and technical) care. We keep a close eye on developments in the field of privacy law and will also act on this. That is why the privacy statement can sometimes be changed. We therefore recommend that you regularly check the privacy statement. At the top of this document we will always place the date on which the document was last edited, so that you can see at a glance whether you have missed something.