

## **PRIVACY STATEMENT - APP HERE TO SUPPORT**

### **GENERAL**

Here to Support ("we") attaches great importance to your privacy. We have drawn up this Privacy Statement in order to let you know how we process the personal data that you provide to us.

Personal data is any information that allows us to identify you directly or indirectly. It is important for us that you understand how we will treat your personal data and that you are aware of your rights.

In the processing of personal data, we comply with privacy legislation. This means that we:

- store as little personal data as possible and only store the data that is necessary for our purposes;
- clearly define our purposes before we process your personal data, by means of this privacy statement;
- ask explicit permission for the processing of your personal data, when permission is required;
- implement appropriate security measures to protect your personal data; and
- respect your rights, such as the right to access, correct or delete your personal data processed by us.

We may amend this Privacy Statement. Notifications of changes will be posted on this page within the Here to Support application ("**the App**"). This Privacy Statement was last updated on 08-06-2022.

### **OUR IDENTITY AND ROLE**

We are located in Amsterdam. Our visiting address is Afrikanerplein 1. Our postal address is Afrikanerplein 1, 1091 PN Amsterdam, but you can also contact us by email ([cityrightsapp@heretosupport.nl](mailto:cityrightsapp@heretosupport.nl)) or through +316 84470821.

Here to Support, as the data controller of your personal data under the General Data Protection Regulation ("**GDPR**"), is responsible for the use of your personal data that is described in this Privacy Statement.

### **WHAT PERSONAL DATA DO WE COLLECT, HOW DO WE COLLECT IT AND WHY?**

Here to Support processes - as little as possible - personal data to allow the App to function as optimally as possible, so that information is clearly available, updates and content can be shared and there is room for questions and contact with various organisations and individuals.

In order to achieve this, we may process the following personal data:

*User name*

When you register for the Here to Support platform in our App by creating an account, you thereby create a username. In the event that this user name can be traced back to you, for example because it

contains your first and/or last name, we will process your personal data. Your user name does not have to contain any personal data - you can choose a user name that does not identify you. If you choose a username that does contain personal data, Here to Support will use this data to ensure that you are able to use the App as effectively as possible. This processing of personal data is based on our legitimate interest (Art. 6 (1) (f) of the GDPR) in allowing you to use your account. It is not necessary to register in order to use the App.

#### *Contact details*

You can reach us at the e-mail address [cityrightsapp@heretosupport.nl](mailto:cityrightsapp@heretosupport.nl) or at +316 84470821, by calling us or via WhatsApp. You can also use the contact page in the App. You do not need an account to use this contact page. However, you do need to provide your e-mail address or telephone number so that we can contact you in order to respond to your question.

Once you have contacted us, we will process the e-mail address or telephone number that you used to contact us or that we received from you via the contact page, and all other information that you voluntarily send us in your message(s). We base this processing of personal data on our legitimate interest to respond to your question or request (Art. 6 (1) (f) of the GDPR).

#### *Cookies*

To protect your privacy, we do not use cookies.

### **HOW LONG DO WE KEEP YOUR PERSONAL DATA?**

We do not keep your personal data longer than necessary for the purposes for which we process them. The retention period may differ for each purpose.

#### *User name*

As indicated above, the user name you create when creating an account in the App does not need to contain any personal data, but you can choose to include personal data (e.g. your first and/or last name) in your user name. Your user name will be retained for as long as you maintain your account in the App. When you delete your account, we will delete your username and any other personal data associated with it within a period of 3 months.

#### *Contact details*

We will keep any contact details we may have received from you for as long as we are engaged in supporting your request for help. We will remove your contact details no later than three months after completing this support. If you would like us to remove your contact details earlier, we will do so at your request. To make such a request, please contact us at [cityrightsapp@heretosupport.nl](mailto:cityrightsapp@heretosupport.nl) or at +316 84470821.

### **WITH WHO DO WE SHARE YOUR DATA?**

Within the Here to Support organisation, only those who need your personal data in order to perform their jobs are given access to it.

The App is hosted by Amazon Web Services (AWS). Any personal data which may be processed through your use of the App will in principle be stored in the EU. Should your data be transferred to a country outside the EEA, standard data protection clauses ("Standard Contractual Clauses") adopted by the European Commission or binding corporate rules within the meaning of Article 47 of the GDPR will be used to ensure that the level of protection in respect of your personal data is not adversely affected by the transfer of your data.

When you use WhatsApp to contact us, your personal data is processed by WhatsApp. More information on where WhatsApp processes your data can be found here: [Privacy policy - EEA \(whatsapp.com\)](https://www.whatsapp.com/privacy-policy)

If we transfer your personal data to a country outside of the European Economic Area, we will take appropriate safeguards to ensure an adequate level of protection.

## HOW DO WE SECURE YOUR PERSONAL DATA?

We have taken appropriate technical and organisational measures to secure your personal data. Our systems and programmes are properly secured to prevent unauthorised persons within and outside of our organisation from gaining access to your personal data. Access to your personal data is limited to persons who have access to it by necessity. If you are under the impression that your data is not properly secured or there are indications of misuse, please contact us.

## WHAT ARE YOUR RIGHTS?

You have the right to ask us to access, correct or supplement your personal data. Under certain circumstances, you can also request us to delete your personal data, to limit the processing thereof or to exercise the right to data portability.

**Objection:** You can also object to:

- the processing of your personal data on the basis of legitimate interest (Art. 6 (1) (f) of the GDPR) for reasons relating to your particular situation;
- the use of your personal data for direct marketing purposes. If you object to the processing of your personal data for direct marketing purposes, we will no longer use your personal data for that purpose.

A more detailed description of the other rights can be found below:

1	Right of access	You can request access your personal data and certain other information.
2	Right to rectification	You have the right to have your personal data rectified if it is incorrect or incomplete.
3	Right to erasure	This right is also called "the right to be forgotten". You can ask us to erase or remove your personal data under certain circumstances.

4	Right to withdraw your consent	You can easily withdraw your given consent at any time.
5	Right to restriction of processing	You have the right to block further use of your personal data in certain circumstances. Where there are processing restrictions, we may still store your personal data, but not use it further.
6	Right to data portability	You have the right, in certain circumstances, to obtain and reuse your personal data in a structured, commonly used and machine-readable form.

Please note that the aforementioned rights under the GDPR are not absolute. Circumstances may arise in which we cannot (fully) comply with your request because an exception from the GDPR or from Section 41 of the Dutch Data Protection Act applies. For example, this could include a situation where a restriction of your rights is necessary to protect the rights and freedoms of others.

You can send a request to exercise your rights to [cityrightsapp@heretosupport.nl](mailto:cityrightsapp@heretosupport.nl) or by post to Afrikanerplein 1, 1091 PN Amsterdam for the attention of Fanny van der Vooren (app coordinator). We may ask you for additional proof of your identity to ensure that the request is made by you. This is to protect your privacy.

You always have the right to complain to a data protection supervisor if you believe that we are not processing your personal data in accordance with the GDPR. In the Netherlands, the data protection supervisor is:

Autoriteit Persoonsgegevens (the Dutch Data Protection Authority)

Website: <https://www.autoriteitpersoonsgegevens.nl>

Postal address: PO Box 93374, 2509 AJ The Hague