SLIMSYNC VOF

Privacy statement

Version 4.0 · Last updated: 12 November 2026.

This is a translation of the Dutch privacy statement (Privacyverklaring). If there is any difference, the Dutch text prevails.

1 Who we are

1.1 This privacy statement is issued by Slimsync VOF ("Slimsync", "we", "us" or "our"), a general partnership under Dutch law. We build custom AI integrations, automations and software for small and medium-sized businesses, and keep them running afterwards.

1.2 For the processing described in this statement, Slimsync is the controller within the meaning of the General Data Protection Regulation (GDPR). This means we decide why and how your personal data are processed, and we are responsible for it.

1.3 Our details:

- Slimsync VOF, Veemarktkade 8, Gebouw F, kantoor 4101, 5222 AE 's-Hertogenbosch, the Netherlands
- email: contact@slimsync.nl
- telephone: +31 6 21 32 11 09
- Dutch Chamber of Commerce (KvK) number: 42100828

1.4 We have not appointed a data protection officer. Please send questions about privacy to contact@slimsync.nl.

1.5 Terms such as "personal data", "processing", "controller" and "processor" have the meaning given to them in the GDPR. By "you" we mean the person whose data we process. By "GTC" we mean the general terms and conditions of Slimsync (Algemene voorwaarden, available in Dutch only); "GTC article 23" is article 23 of those terms.

1.6 This privacy statement is intended to inform you. It is not a contract and does not give any rights or commitments beyond what the law provides and, if you or your organisation is a client, what is set out in your contract with us (the Quotation, the GTC, the SLA and the Data Processing Agreement). If there is any difference, those agreements prevail.

2 When this statement applies

2.1 This statement applies when we process personal data of:

a. visitors to our website www.slimsync.nl;

b. people who contact us through the contact form on www.slimsync.nl, or who request a quotation or make an appointment through our app on www.slimsync.cloud;

c. people who email us, call us or contact us in another way;

d. our clients and prospective clients, and their contact persons, representatives and signatories;

e. our suppliers and partners, and their contact persons;

f. job applicants;

g. visitors to www.offertedirect.cloud, companies that request or use OfferteDirect, their contact persons and their Users.

2.2 Slimsync employees receive separate information about the processing of their data. Section 3i contains a short summary.

2.3 This statement does not apply to personal data in systems that we build, host or manage for our clients, such as the data an AI agent processes for a client. The client is responsible for that data and we are the processor. This also applies to the data clients enter in OfferteDirect (4.6). Chapter 4 explains what this means for you.

2.4 This statement also does not apply to websites and services of others, even if we link to them. Please read the privacy statement of that party.

2.5 If you are a client of Slimsync, GTC article 23 also applies to personal data and, for the data we process on your behalf, the Data Processing Agreement we conclude with you.

3 Which data we process, for what purpose and on what legal basis

3.1 We do not process more data than necessary for the purpose. Usually we receive the data from you. Sometimes we receive them from others: from your employer or a colleague if you are a contact person, from a client who names you as a representative or signatory, or from public sources such as the Trade Register of the Dutch Chamber of Commerce (KvK).

3.2 We only process personal data on a legal basis from article 6(1) GDPR. In this statement these are:

- Consent (point a): you give us your consent. You can withdraw it at any time. The withdrawal then applies for the future.
- Contract (point b): the processing is necessary for a contract with you, or for steps you ask for before entering into a contract.
- Legal obligation (point c): the law requires us to process the data, such as the tax retention obligation.
- Legitimate interest (point f): we have an interest that outweighs your privacy interest. Which interest that is, is stated below for each processing activity. You can object to this (chapter 11).

3.3 Overview. How long we keep the data is stated per letter in chapter 6.

Processing	Data	Purpose	Legal basis
a. Visiting the website and app	IP address and the technical data your browser sends, such as the browser type; we do not keep access logs	Displaying, running and securing the website and app	Legitimate interest

Processing	Data	Purpose	Legal basis
b. Contact form on the website, email and telephone	Name, email address, telephone number, company name, content of your message and attachments	Answering your question and staying in touch with you	Contract (question about an assignment); otherwise legitimate interest
c. Quotation request through our app on www.slimsync.cloud	Name, company, email address, telephone number, answers in the request form	Assessing and recording the request, contacting you, preparing an introductory meeting and a quotation	Contract (steps at your request); legitimate interest
d. Appointment through our app on www.slimsync.cloud	Name, company, email address, telephone number, date, time and type of appointment, your comments; for an on-site appointment, the address	Planning, confirming, preparing and holding the appointment	Contract (steps at your request); legitimate interest
e. Clients, contact persons and representatives	Name, position, business contact details, quotations and acceptances, signed contracts with name, position and signature, invoices and payments, direct debit mandate details (account holder, IBAN, BIC), correspondence, support tickets and complaints	Concluding and performing the contract, support, invoicing and direct debit, administration, handling complaints	Contract; legal obligation; legitimate interest
f. Email and linked mailboxes	Sender, recipients, date, subject, content and attachments of emails	Communicating, linking emails to the right file and following up	Legitimate interest; contract if the email is about it
g. Suppliers and partners	Name, position, business contact details, correspondence, quotations, contracts and invoices	Purchasing, working together, paying, administration	Contract; legal obligation; legitimate interest
h. Job applicants	Name, email address, telephone number (optional), motivation, CV, interview notes, contact moments and anything you send us yourself	Recruitment procedure; with consent, keeping the data for a later vacancy	Steps at your request before an employment contract; legitimate interest; consent (keeping longer)
i. Employees	Among other things personal details, contract, salary and leave (see the separate information for employees); with consent, name, position and photo on the team page	Personnel administration, salary and leave; introducing our team on the website	Contract; legal obligation; legitimate interest; consent (team page)

Processing	Data	Purpose	Legal basis
j. AI in our own work	The data from a to g that are needed for the task	Drafting first versions of texts, summarising and organising messages	Legitimate interest
k. Relationship management	Name, position, company, contact details and contact history	Keeping in touch, informing about our services, references	Legitimate interest; consent where the law requires it
l. Company recognition with Leadinfo, only with your consent	IP address and the associated location, pages visited and times, whether you have visited the website before, and for a form the domain of your email address	Seeing which companies visit our website and what they are interested in; improving our website and our offering; approaching interested companies	Consent
m. OfferteDirect: request, Account, Users and payment	Company name, legal form, KvK number, VAT number, address and billing details; name, position, email address and telephone number of the contact person; name, email address and role of Users; login details (password and recovery codes only as an unreadable hash) and the data for the second login step; date and time of login, how often someone logs in, IP address, browser and device; actions in the log; use of storage and AI; the accepted version of each document with date, time and IP address; IBAN, account holder's name, mandate reference and date; invoices and payment status; reports via “Iets melden” with photos; whether an email from OfferteDirect was delivered	Checking the request, creating and managing the trial and Account, securing login, providing and supporting OfferteDirect, monitoring limits, helping clients and advising on their plan, demonstrating acceptance of the documents, invoicing and collecting by direct debit, sending service emails, preventing misuse	Contract; legitimate interest; legal obligation

3.4 We do not ask for special categories of personal data (such as data about health, religion or ethnic origin), criminal data or your Dutch citizen service number (BSN). Please do not send them to us, not in a form, email or attachment either. If we receive them anyway, we delete them as soon as we notice, unless the law requires us to keep them. If we have salaried employees, we process their citizen service number because the law requires this for payroll.

a. Visiting our website and app

3.5 When you visit www.slimsync.nl or our app on www.slimsync.cloud, our server receives technical data, such as your IP address and browser type. These are needed to send the page to your device. Our web server does not keep access logs. If something goes wrong during your visit, your IP address may briefly appear in an error message of the server. These error messages are automatically overwritten after a short time. We rent the server from IONOS SE in Germany. Our legitimate interest: displaying the website and app, running them properly and securing them.

3.6 Without your consent, we do not use cookies for tracking, advertising or analytics on the website, and we do not track your browsing behaviour. With your consent, we use Leadinfo (3.29 to 3.33). The website's fonts are hosted on our own server, so no data is sent to Google when they load. Chapter 9 covers Leadinfo's storage and the configurator on the website, which temporarily keeps your selection in your browser.

b. Contact form, email and telephone

3.7 Our contact form is on www.slimsync.nl. You enter your name, email address, a subject and your question. Your company name and telephone number are optional. Our server checks the message and sends it as an email to contact@slimsync.nl, through our mailbox at Vimexx. The website itself stores nothing. To limit misuse, the server counts how many messages come from an IP address. For this, it keeps the IP address in working memory for no more than one hour; it is not stored. Our legitimate interest here: preventing misuse of the form. The same retention period applies to your message as to other email (chapter 6). We need the required fields to be able to reply to you.

3.8 If your question concerns a possible assignment, the legal basis is the steps you ask for before a contract. For other questions it is our legitimate interest: answering questions and being reachable.

c. Quotation request

3.9 You can request a quotation through our app on www.slimsync.cloud. We record your request in our own app and send you a confirmation by email. We use your answers to understand your situation, prepare an introductory meeting and, if you wish, draw up a blueprint or quotation.

3.10 The questions are about your business. Please enter as little data about other people as possible, such as names of your clients or employees. Our legitimate interest: following up a request and being able to look back later at what was discussed.

d. Appointment through the booking page

3.11 You can make an appointment with us through our app on www.slimsync.cloud, such as an introductory meeting. We record the appointment in our app and send you a confirmation by email. If you choose an on-site appointment, we ask for the address where we will visit. Our legitimate interest: planning and preparing the appointment properly.

e. Clients, contact persons and representatives

3.12 If you or your organisation becomes a client, we record the data needed for the quotation, the acceptance and the contract. We record the acceptance of the quotation in our app. We also keep the signed SLA, Data Processing Agreement and direct debit mandate there.

3.13 If you are our contracting party yourself, for example as a sole trader or as a partner in a general partnership, the legal basis is the contract. If you are a contact person, representative or signatory on behalf of an organisation, the legal basis is our legitimate interest: concluding and performing the contract with that organisation. The statutory retention obligation applies to the administration and invoices.

3.14 If your organisation pays by direct debit, we process the details of the direct debit mandate: the name of the account holder, the IBAN and, if needed, the BIC, and the details of the signatory. We store the IBAN encrypted and show it only partially in our app. For the collection, we pass the necessary data on to our

bank.

3.15 We also use client data to handle complaints under our complaints procedure and to collect payments. Our legitimate interest: running our business properly and demonstrably.

f. Email and linked mailboxes

3.16 We link our business mailboxes to our own app: the general address contact@slimsync.nl and the partners' own business mailboxes. Emails you send us or that we send you are therefore also in our app. There, we link them to the right client, request or application file.

3.17 Our legitimate interest: keeping an overview of contact with clients and business relations, and not leaving any question unanswered. If an email concerns a contract with you, the legal basis is also that contract.

g. Suppliers and partners

3.18 If you work for one of our suppliers or partners, or are a supplier yourself, we process your business contact details and what is needed to work together and pay. Our legitimate interest: organising our purchasing and collaboration.

h. Job applicants

3.19 You can apply through our vacancies page at www.slimsync.cloud/vacatures. You enter your name, your email address and your motivation and attach your CV as a PDF or DOCX file. Your telephone number is optional. Your application goes into our own app, on our own server (7.2). There, we create an application file with your details, your CV and motivation, and the contact moments. Only Slimsync employees can view the file, and only those involved in the procedure use it. We receive a notification by email at contact@slimsync.nl. It contains only the vacancy and a link to your application in our app, and no name, email address, CV or motivation.

3.20 A person assesses your application and decides on it. We do not use any computer or AI system to select or assess applicants. We only contact references if you know about it and agree.

3.21 The legal basis is the steps you ask for before a possible employment contract, and our legitimate interest in choosing a suitable candidate. In addition:

a. we keep your data until 4 weeks after the end of the procedure. After that, the app erases your file and your CV;

b. if you give your consent, we keep your data for no more than 1 year for a later vacancy. You give this consent with a separate tick box in the application form. You can also apply without ticking it. After that year, the app erases your file and your CV;

c. you can withdraw your consent and your application at any time. We will then delete your data;

d. you have the rights set out in chapter 11: access, rectification, erasure, restriction, data portability, objection and withdrawal of your consent. Send your request to contact@slimsync.nl. You can also lodge a complaint with a data protection authority (chapter 12).

i. Employees

3.22 For our employees, we process data for personnel administration, salary and leave, and to comply with legal obligations. In case of illness, we only record that someone is absent, not why. Employees receive separate information about this (see 2.2). Our website's team page shows the name, position and a photo of employees. We only do this with their consent. They can withdraw it at any time; we will then remove the data from the website.

j. AI in our own work

3.23 If we use an AI service in our own work, such as Claude by Anthropic, ChatGPT by OpenAI or Gemini by Google, personal data from a to g may end up in it. For example, when we have a first draft of an email, quotation or blueprint created, or have a long email summarised. Our legitimate interest: doing our work faster and better.

3.24 In doing so:

- **a.** we do not give the AI service more data than needed for the task;
- **b.** we use business versions or settings in which the provider does not use the data to train its AI models;
- **c.** an employee or partner of Slimsync checks the result before we use or send it;
- **d.** we do not use AI to make decisions about you (chapter 5).

Which providers we work with and where they process the data is set out in chapters 7 and 8.

k. Relationship management

3.25 We keep in touch with clients, former clients and other business relations, for example to ask how things are going or to tell them about a new service. Our legitimate interest: maintaining our client relationships and growing our business.

3.26 If we send you information about our services by email, we only do so where the law allows: to existing clients about similar services, or with your consent. Every email explains how to unsubscribe. If you unsubscribe or object, we stop.

3.27 Under GTC article 22, we may name clients as a reference. If we mention a person's name or photo, or quote someone, we first ask that person for consent.

Other purposes

3.28 In addition, we may use data from a to m:

- **a.** to comply with a legal obligation, such as a demand from the Dutch Tax Administration (Belastingdienst) or another competent authority (legal obligation);
- **b.** to establish, exercise or defend our rights, for example in a dispute, a claim or payment arrears (legitimate interest);
- **c.** to secure our systems and data and to detect misuse (legitimate interest).

Company recognition with Leadinfo

3.29 On www.slimsync.nl we use Leadinfo, provided by Leadinfo B.V. in Capelle aan den IJssel (the Netherlands). Based on the IP address, Leadinfo recognises which company visits our website, and shows us which pages were viewed from that company. Leadinfo is only loaded after you click “Accept” in the cookie notice. If you click “Decline” or make no choice, we do not load Leadinfo and these data are not processed.

3.30 For this, Leadinfo processes your IP address and the associated location, the pages you visit and when, and whether you have visited our website before. If you fill in a form, Leadinfo may also process the domain of your email address, such as company.com. Leadinfo links the IP address to public company data, such as the company name and address. Leadinfo recognises companies, not people. If you are a sole trader or freelancer, however, the company name may be traceable to you.

3.31 We use these data to see which companies are interested in our services, to improve our website and our offering, and to be able to approach companies that show interest. The legal basis is your consent (article 6(1)(a) GDPR). Storing and reading data in your browser is also subject to article 11.7a of the Dutch Telecommunications Act (Telecommunicatiewet).

3.32 You can withdraw your consent at any time via “Cookie settings” at the bottom of the website. After that, we no longer load Leadinfo. You can also delete data that Leadinfo has already stored in your browser yourself (9.5). What we did before the withdrawal remains lawful. Leadinfo also offers its own opt-out at www.leadinfo.com/en/opt-out.

3.33 Leadinfo processes the data on our behalf as a processor (7.2). We have concluded a data processing agreement with Leadinfo. Leadinfo also uses IP addresses and company data for its own company database. Leadinfo is itself responsible for that, and Leadinfo's privacy statement applies.

m. OfferteDirect

3.34 OfferteDirect is our costing and quotation software for finishing contractors, at www.offertedirect.cloud. If your company requests OfferteDirect, we process the company details, such as the company name, legal form, KvK number, VAT number, address and billing details, and the name, position, email address and telephone number of the contact person. We check the request, including the registration with the Chamber of Commerce, the VAT number and the account number. Of the Users who log in on behalf of your company, we process the name, email address, role and the data needed to log in securely, such as the second step with a passkey, an app or a code by email. We store passwords and recovery codes only as an unreadable hash. For each document we record which version was accepted, by whom, on which date, at what time and from which IP address.

3.35 We use these data to provide and secure the Account, support you, send invoices and demonstrate that your company accepted the terms. If you are our contracting party yourself, the legal basis is the contract. If you are a User on behalf of a company, the legal basis is our legitimate interest: performing the contract with that company and keeping OfferteDirect secure. The statutory retention obligation applies to invoices.

3.36 To make sure a User is logged in on one device at a time, to detect misuse and to monitor the limits of a plan, we process data about use: date and time of login, how often someone logs in, IP address, browser and device, the actions in the log and the use of storage and AI. We see an overview of that use in our own management system, our app at www.slimsync.cloud. This lets us help clients, spot faults, advise on the plan and prepare invoices correctly. It does not contain clients' projects, drawings or quotations. The

legal basis is our legitimate interest: a secure service and a good client relationship. We only use data about the company and the Users that belong to the service, not for advertising. You can object to this (chapter 11). We also use data about use to improve the service, but then only if they cannot be traced to a company or person.

3.37 The data your company enters in OfferteDirect, such as quotations, costings, drawings and data of your own customers, we do not process for ourselves, but as a processor for your company. The OfferteDirect Data Processing Agreement applies to this (4.6).

3.38 OfferteDirect runs on servers of STRATO in Germany. Files are stored with Hetzner in Falkenstein (Germany) and encrypted backups with Hetzner in Helsinki (Finland). Email runs via Amazon Web Services in Frankfurt. The AI features run via Amazon Web Services, from Frankfurt and only within the European Union. We do not use your data to train AI models.

3.39 Clients of OfferteDirect pay by direct debit via Mollie B.V. in Amsterdam. When requesting OfferteDirect, the client gives a mandate with a payment of €0.01 via iDEAL. The bank thereby confirms the account number and the account holder's name. We process the IBAN, the account holder's name, the mandate reference and date, who agreed from which IP address, the invoices and the payment status. The legal basis is the contract and, for the accounts, the statutory retention obligation. Mollie is itself also responsible for the payments; Mollie's privacy statement applies to that.

3.40 OfferteDirect sends service emails, such as the confirmation of a request, reminders and invoices. We process the email address, whether an email was delivered, and reports of undelivered email and complaints. This prevents us from continuing to send email to an address that does not work. The legal basis is the contract and our legitimate interest.

3.41 If you report something via “Iets melden” or by email, we process your message, with any photos or screenshots, to answer your question and fix errors. A request for OfferteDirect is always decided by a Slimsync employee (5.1).

4 Data in our clients' systems

4.1 We build, host and manage software, apps and AI agents for our clients. These often contain personal data, for example of our client's customers, suppliers or employees. Our client is the controller of those data. We are then the processor: we only process the data on behalf of and according to the instructions of the client.

4.2 The arrangements about this are set out in the Data Processing Agreement between us and the client, and in GTC article 23. This privacy statement does not apply to those data. The client decides which data are processed, for what purpose and for how long. This is set out in the client's privacy statement.

4.3 An AI agent we set up for a client may use AI services from other providers, such as Anthropic, OpenAI or Google, and messaging channels such as Telegram. This only happens if the client chooses to and it is included in the Data Processing Agreement. The client informs the people concerned.

4.4 Do you have a question about data that one of our clients processes about you, or do you want to exercise a right under chapter 11? Please contact that client. If your request reaches us anyway, we forward it to the client without undue delay, as agreed in the Data Processing Agreement with that client. We do not decide on such a request ourselves, unless the client asks us to or the law requires us to.

4.5 We are responsible ourselves for the client's own data as our business relation, such as the contact details of its contact persons and the data for invoices and direct debits. This statement applies to those data (3e).

4.6 We process data that clients enter in OfferteDirect, such as quotations, costings, drawings and data of their own customers, as a processor. The OfferteDirect Data Processing Agreement applies to this. If you have a question about data in a quotation you received from a company, please contact that company (4.4).

5 AI and automated decision-making

5.1 We do not make decisions about you based solely on automated processing, including profiling, if that decision produces legal effects concerning you or similarly significantly affects you (article 22 GDPR). A person always decides on a quotation request, a contract, a request for OfferteDirect or an application.

5.2 We do not create profiles of you for marketing or advertising. We do not sell data, and we do not use your data to train general AI models.

5.3 If we use AI in our own work, the rules in 3j apply. The AI then makes a suggestion; a person decides and checks.

5.4 If you communicate with an AI agent that responds on behalf of Slimsync, for example in a chat on our website, we let you know that you are communicating with an AI system, unless this is obvious. You can ask to be put in touch with a person.

5.5 If you communicate with an AI agent we have set up for one of our clients, that client is responsible for it (chapter 4). Our agreements with clients state that we set up such agents so that you know you are communicating with AI, unless this is obvious (GTC article 16). How the client then uses the agent is the client's responsibility.

6 Retention periods

6.1 We do not keep personal data longer than necessary for the purpose for which we process them, or for as long as the law requires us to keep them. If an applicant, contact or business relation becomes a client, the periods for clients apply from that moment.

6.2 We use these periods:

Data	Retention period
a. Technical data when visiting the website and app	We do not keep access logs; these data are only used to display the page. If your IP address appears in an error message of the server, that message is automatically overwritten after a short time (3.5)
b. Contact messages via form, email or telephone that do not lead to an assignment	24 months after the last contact
c. Quotation requests that do not lead to an assignment	24 months after the last contact

Data	Retention period
d. Appointments through the booking page that do not lead to an assignment, including the address for an on-site appointment	24 months after the last contact
e. Client data: contact persons, representatives, quotations, correspondence and support	For the duration of the contract and then for no more than 2 years, for aftercare and to show what was agreed
e. Signed contracts, acceptances and direct debit mandates	7 years after the end of the contract
e. IBAN and other direct debit data	For as long as the direct debit mandate runs; after that only in the administration, for as long as the tax retention obligation applies
e. and g. Administration, such as invoices and payments	7 years (tax retention obligation)
f. Email in linked mailboxes	For as long as needed for the purpose; after that, the period of the file the email belongs to applies. Email that does not belong to any file: 24 months after receipt
g. Suppliers and partners	For the duration of the collaboration and then for no more than 2 years, except for the administration
h. Job applicants	Until 4 weeks after the end of the procedure; with your consent no more than 1 year. After that, the app erases the file and the CV
i. Employees	According to the separate information for employees and the statutory periods. Name, position and photo on the team page: for as long as the employee works for us, or shorter if they withdraw their consent
j. Input and output of AI services	What we keep falls under the period of the file it belongs to. How long the AI provider keeps input follows from that provider's terms and settings
k. Relationship management	For as long as the relationship lasts and up to 2 years after the last contact. If you unsubscribe or object, we only keep your email address and the fact that you objected, so that we do not approach you again
l. Company recognition with Leadinfo	For as long as Leadinfo keeps the data: IP addresses and the company data linked to them, no more than three years after collection. If you withdraw your consent, Leadinfo no longer collects new data about your visit through our website. How long the data remain in your browser is set out in 9.5

Data	Retention period
m. OfferteDirect	User and login data: for as long as the Account exists; after the end, 30 more days for the export, then deleted. If the company cancels during the trial: 30 days after the cancellation. Company and contact details: up to 2 years after the end of the contract. A rejected request: 3 months. Logs: 12 months. Overview of use: up to 30 days after the end of the contract. Reports and contact: 2 years. Undelivered email addresses: as long as needed to avoid emailing a non-working address again. Mandate: 7 years after the last payment. Record of acceptance of the documents: 7 years after the end, like signed contracts (e). Invoices: 7 years (tax retention obligation). Backups: no more than 8 months
Complaints and their handling	2 years after the complaint has been handled

6.3 If we need data for a dispute, a claim or payment arrears, we may keep them until the matter has been settled and the periods for objection or appeal have expired.

6.4 After the period ends, we delete or anonymise the data. Data in backups only disappear when that backup is overwritten or deleted according to our schedule. Until then, we do not use those data, except to restore data after a failure or incident.

7 Who we share data with

7.1 We do not sell your data. We only share them with others if that is necessary for the purposes in chapter 3, if you have given consent, or if the law requires us to.

7.2 Processors. These parties process data on our behalf. We have a data processing agreement with them, or their data processing terms apply. They may not use the data for their own purposes.

Processor	What they do for us	Which data	Location
IONOS SE, Elgendorfer Str. 57, 56410 Montabaur	Hosting the website and our app on a virtual server	Messages through the contact form while the server forwards them (3b), all data in our app (3c to 3k), the overview of the use of OfferteDirect (3m) and the technical data during a visit (3a)	Germany (EU)
STRATO GmbH, Otto-Ostrowski-Straße 7, 10249 Berlin	Domain registration and DNS for slimsync.cloud; server and database of OfferteDirect	Technical data that come with looking up the domain (3a); OfferteDirect data (3m)	Germany (EU)
Hetzner Online GmbH, Industriestr. 25, 91710 Gunzenhausen	Storage of OfferteDirect files and encrypted backups	OfferteDirect data (3m)	Falkenstein (Germany) and Helsinki (Finland), EU
Amazon Web Services EMEA SARL, 38 Avenue John F. Kennedy, L-1855 Luxembourg	Email (Amazon SES) and AI features (Amazon Bedrock) of OfferteDirect	Email addresses, messages and delivery status of OfferteDirect emails, and what the AI features read in (3m)	Email in Frankfurt; AI from Frankfurt and only within the EU; part of a US group, with the safeguards from chapter 8

Processor	What they do for us	Which data	Location
Vimexx, with servers of ZXCS	DNS and email for slimsync.nl (our mailboxes)	Emails and attachments (3b, 3e, 3f, 3g, 3h)	According to the provider's terms; outside the EEA only with the safeguards from chapter 8
Leadinfo B.V., Rivium Quadrant 141, 2909 LC Capelle aan den IJssel	Recognising which companies visit our website, only with your consent (3l)	IP address and associated location, pages visited, data from your browser's local storage and the domain from forms (3l)	the Netherlands (EU); storage in the EU; outside the EEA only with the safeguards from chapter 8
Anthropic (Claude)	AI service, only insofar as we use it (3j)	Data needed for the task	May be outside the EEA, including in the United States; only with the safeguards from chapter 8
OpenAI (ChatGPT and API)	AI service, only insofar as we use it (3j)	Data needed for the task	May be outside the EEA, including in the United States; only with the safeguards from chapter 8
Google (Gemini)	AI service, only insofar as we use it (3j)	Data needed for the task	May be outside the EEA, including in the United States; only with the safeguards from chapter 8

7.3 Independent recipients. These parties receive data from us but decide themselves how they process them. Their own privacy statement applies.

Recipient	Why	Which data
Our bank	Payments and direct debits	Account holder's name, IBAN, BIC, amounts and mandate reference
Mollie B.V., Keizersgracht 126, 1015 CW Amsterdam	Verification payment of €0.01, mandate and direct debit for OfferteDirect (3.39)	Account holder's name, IBAN, mandate reference and date, amounts, and who agreed from which IP address
An accountant or bookkeeper, if we engage one	Administration and tax returns	Invoices and administration
The Dutch Tax Administration and other competent authorities	If the law requires us to provide data	What the law or the demand requires
Lawyer, bailiff or debt collection agency	Only if needed in a dispute, a claim or payment arrears	What is needed for that matter

7.4 If we sell our business or part of it, or if it merges into another company, data may pass to the buyer or successor. We only do this as far as necessary and in compliance with the GDPR. The successor is then bound by this statement or informs you itself.

7.5 Who within Slimsync can access your data depends on their role and task. We oblige everyone we engage to keep the data confidential.

8 Transfers outside the European Economic Area

8.1 Our website and app run on a server of IONOS SE in Germany. OfferteDirect runs on servers in Germany and Finland (3.38). Those data therefore remain within the European Economic Area (EEA). Amazon Web Services processes the email of OfferteDirect in Frankfurt and the AI features from Frankfurt, only within the EU, but belongs to a US group. The safeguards in 8.2 apply to this.

8.2 Some providers from chapter 7, such as providers of AI services, are established in the United States or process data there. We only transfer data to a country outside the EEA if there is a basis for this in the GDPR:

a. an adequacy decision of the European Commission (article 45 GDPR). For the United States this is the EU-US Data Privacy Framework; it only applies to recipients certified under it;

b. if no adequacy decision applies: the standard contractual clauses of the European Commission (article 46 GDPR), with additional measures where needed.

8.3 You can ask us which safeguard applies to a provider (8.5).

8.4 For systems we manage for clients (chapter 4), a client may choose AI services or Telegram as an agent's channel. The related transfer is governed by the Data Processing Agreement with that client. Messages via Telegram are also processed under Telegram's own terms.

8.5 Would you like to know which safeguard applies to a provider, or would you like a copy of it? Ask us at contact@slimsync.nl. We may redact confidential business information.

9 Cookies and similar technologies

9.1 Our website www.slimsync.nl only uses cookies or similar technologies for analytics if you consent to it: Leadinfo's local storage (9.5). Without your consent, we do not use cookies or similar technologies for tracking, advertising or analytics. We do not use social media buttons or embeds that track you.

9.2 The website has a configurator with which you can select components. We keep your selection in your browser's session storage (sessionStorage). It stays on your device and disappears when you close the tab. If you click “Request a quote”, the selected components are passed on as part of the link to the request page of our app on www.slimsync.cloud. From that moment, they form part of your quotation request (3c).

9.3 The contact form on www.slimsync.nl does not use cookies. In our app on www.slimsync.cloud, with the request form and the booking page, we only use functional cookies or similar storage needed for the app to work and be secure, for example to stay logged in and to protect forms against misuse. We do not ask for consent for these functional cookies. If you block them in your browser, the app may not work properly. The same applies to OfferteDirect at www.offertedirect.cloud: there we only use functional cookies or similar storage needed to log in, stay logged in, remember your preferences and secure the service. We do not use cookies there to track you or for advertising.

9.4 If we start using other cookies or technologies that require consent, we will ask for it first and update this statement.

9.5 On your first visit to www.slimsync.nl you will see a cookie notice with the buttons “Accept” and “Decline”. We only load Leadinfo after “Accept”. Leadinfo does not use cookies, but stores data in your browser's local storage (localStorage), each item with an expiry date. The same rules apply to this storage as to cookies; that is why we ask for your consent first. It concerns:

Name in local storage	Purpose	Expiry
`_li_id.<code>`	Recognising whether you are a new or returning visitor	Two years
`_li_ses.<code>`	Keeping track of which pages you view during your visit	End of your visit

In addition, local storage holds a queue of visit data that still need to be sent to Leadinfo. You can delete all these data by clearing the site data of www.slimsync.nl in your browser.

9.6 We store your choice in the cookie notice in your browser, so that we do not ask again on every visit. No consent is needed for this. You can change your choice or withdraw your consent at any time via “Cookie settings” at the bottom of the website (3.32).

10 Security

10.1 We protect personal data with technical and organisational measures appropriate to the risks of the processing. These currently include:

- **a.** encrypted connections (https) for the website and the app;
- **b.** access to data only for those who need it, with rights per role;
- **c.** encrypted storage of sensitive data, such as IBANs and passwords of linked mailboxes;
- **d.** keeping sensitive data out of log files as far as possible;
- **e.** encrypted backups;
- **f.** regularly installing security updates;
- **g.** confidentiality by everyone who works with the data on our behalf;
- **h.** careful selection of the providers in chapter 7.

10.2 We adjust our measures when the risks or the technology change. No measure offers complete certainty; we cannot rule out that someone gains unauthorised access to data.

10.3 If something goes wrong with security (a data breach), we act in accordance with the GDPR. We take measures to limit the consequences, record the breach and report it to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) where the law requires. If the law requires it, for example because the breach is likely to result in a high risk to you, we will also inform you ourselves.

10.4 You can help too. Do not send us data we do not need (see 3.4). If you think your data are not properly secured with us or that there is misuse, please report it immediately to contact@slimsync.nl.

11 Your rights

11.1 You have these rights:

Right	What it means
Access	You can ask which data we process about you, for what purpose, from whom we received them and with whom we share them. You will then receive a copy.
Rectification	If your data are incorrect or incomplete, you can ask us to correct or complete them.
Erasure	You can ask us to delete your data. We will do so unless we still need them, for example for the contract or because of a statutory retention obligation.
Restriction	You can ask us not to use your data temporarily, for example while we assess a request for rectification or an objection.
Data portability	If we process data you provided yourself, on the basis of consent or a contract with you, you can receive them in a common digital format or have them sent to someone else.
Objection	If we process your data on the basis of legitimate interest, such as for relationship management, you can object. We will then stop, unless we have compelling grounds to continue or need the data for a dispute. You can always object to use for direct marketing; we will then stop immediately.
Withdrawal of consent	If you gave consent, you can withdraw it at any time. This applies from that moment; what we did before remains lawful.

11.2 Send your request to contact@slimsync.nl. Tell us which right it concerns and, if possible, which data.

11.3 We want to be sure that the request comes from you. We therefore do not ask you for a copy of your identity document. We may, however, ask you to send the request from the email address we know you by, or for some details that only you can know. If we still have doubts, we may ask you to prove your identity in another way.

11.4 We respond without undue delay and at the latest within one month of receipt. If a request is complex or we receive many requests, we may extend that period by two months. We will let you know within the first month, with the reason.

11.5 A request is free of charge. If a request is manifestly unfounded or excessive, for example because you keep asking the same thing, we may charge a reasonable fee or refuse the request. We will then explain why.

11.6 If we refuse a request in whole or in part, we will explain why. You can then lodge a complaint with a data protection authority (chapter 12) or go to court.

11.7 If your request concerns data we process for a client, we will forward it to that client (4.4).

12 Complaints to a data protection authority

12.1 Are you not satisfied with how we handle your data? Please contact us first at contact@slimsync.nl. We will then look for a solution together.

12.2 You also have the right to lodge a complaint with the Autoriteit Persoonsgegevens, the Dutch supervisory authority for the protection of personal data. You can do so via www.autoriteitpersoonsgegevens.nl. If you live or work in another EU country, you can also contact the supervisory authority in that country.

12.3 Other complaints about Slimsync, for example about our services, are governed by our complaints procedure (Klachtenregeling, available in Dutch only).

13 Required data and consequences of not providing them

13.1 You are not legally obliged to give us personal data. However, we do need some data to be able to do what you ask. In forms, these fields are marked as required.

13.2 If you do not provide those data, the consequences are:

- **a.** contact form, email or telephone: without your name and email address or telephone number, we cannot reply to you;
- **b.** quotation request and appointment: without contact details and the requested information, we cannot process the request or confirm the appointment; without an address, we cannot come on site;
- **c.** contract: without the details of your organisation, the contact persons and the signatory, we cannot conclude a contract; without the direct debit mandate details, we cannot collect by direct debit and your organisation pays by invoice, insofar as the contract allows;
- **d.** application: without contact details and a CV, we cannot process your application.

13.3 We are required by law to record some data in our administration, such as the details on an invoice. We cannot leave those out.

14 Changes

14.1 We may change this privacy statement, for example if our services, our providers or the law change. The current version is always available on www.slimsync.nl, with the date of the last change.

14.2 If a change is material to the way we process your data, we will inform our clients by email or through our app before the change takes effect. If we need consent for a processing activity, we will ask for it again.

14.3 This version applies from 12 November 2026 and replaces all previous versions. If there is any difference between this translation and the Dutch version, the Dutch text prevails.

15 Contact

15.1 Do you have a question about this privacy statement or about how we handle your data? Do you want to exercise one of your rights? Please contact us:

- by email: contact@slimsync.nl
- by telephone: +31 6 21 32 11 09
- by post: Slimsync VOF, Veemarktkade 8, Gebouw F, kantoor 4101, 5222 AE 's-Hertogenbosch, the Netherlands

Slimsync VOF

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