



incase

# Incase – Privacy Statement

InCaSe IT BV (“Incase”, “we”, “we”, “us”, “our”) is located in the Netherlands at the address Kasteelstraat 47, 4381RB in Vlissingen(Flushing), has VAT number NL862231498B01 and is registered in the Chamber of Commerce under number 81818572. Incase can be reached via email address [info@incase-it.com](mailto:info@incase-it.com)

In this Privacy Statement we explain how and which data we collect, how we use it and how we store and protect it. Your privacy is important to Incase and we do our best to handle your data with care.

This Privacy Statement applies to all systems, services and applications of Incase (the “Platform”), regardless of how you use them. Our Terms of Use apply to the use of Incase’s systems, services and applications.

This Privacy Statement was published on the Platform May 1st, 2021 and is valid from that date. It replaces all previous versions.

## 1. What data we collect and how

If you use the Platform or parts thereof, or if you have contact with Incase in another way (for example by email), we collect data. Some of it can be considered Personal Data. These are data that identify you as a specific person. Information can be provided by yourself (for example, if you create an account or send an email), or automatically collected by our systems (for example, which browser you use). It is also possible that we receive information about you from external sources, for example if these are publicly available (such as, for example, the Chamber of Commerce), or if it was publicly shared by you through other sources (for example, via Social Media).

## 2. How we use your information

We use your data for the following purposes:

### 2.1. Business operations

The recording of data also serves statistical and administrative purposes, both for the business operations of Incase and that of the Business Users.

We will also collect and record data if the law requires that of Incase.



## 2.2. Personalized experience

Incase offers personalized services to Users and Business Users. This includes presenting and promoting Business User's products, processing orders, processing payments, contact and communication, sharing experiences (e.g. through Reviews) and ideas within the community.

If you give a Review, it will be immediately visible to other Users.

## 2.3. Improve our services

By collecting and analyzing data we can monitor the performance of our systems and determine whether there are bottlenecks. This information is essential to be able to guarantee and improve the service and user experience.

## 2.4. Contact and communication

The Incase Platform has its own integrated communication channel (the "Social Channel") that can be used for exchanging messages with other Users. You determine yourself:

- to whom you want to send messages or with whom you want to share messages
- from whom you want to receive messages and from whom not

Messages always contain information regarding the sender and may further contain textual content as well as images or videos. Messages may also contain links to external sources on the Internet. As soon as you follow these links, you will leave the Incase Platform. Your privacy is then determined by the policy of that external source and is therefore not covered by the Incase Privacy Statement.

## 2.5. Detecting fraudulent activity and abuse

Adequate monitoring is necessary to maintain security and assure the integrity of our services. Data collection and recording is intended to detect intruders and prohibit abuse.

Through the data regarding orders and payment processing, we will work with Payment Service Providers to detect and combat fraud.

## 2.6. Sharing of data

Your data will only be shared with other Users by yourself (for example if you place an order through the Platform, make a payment or publish a Message), or if you have



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granted permission or assignment to Incase to share your data (for example, to be used by other Users).

Incase will share your data with law enforcement and government agencies when requested and required by law to share this data.

Incase uses the following third-party services in which data from you is shared:

- Google Analytics: is applied to the Incase website for analysis of visitor statistics;
- Google Analytics: is applied to in the ordering apps of Business Users so that they can analyze visitor statistics themselves;
- Payment Service Providers: Incase has links with various PSPs - CCV, Pay.nl, Stripe, Online Payment platform and Paypal - and exchanges data for the execution of online payment transactions;

### **3. How we store and protect your personal data**

We ensure that adequate security measures are taken to protect personal data. Personal data is kept with due care and properly secured against unauthorized access.

Your data is stored in databases on our servers. These servers are located in hosting facilities on European territory and are only accessible to administrators authorized by Incase. The databases and servers on which we store your data are protected by firewalls and encryption and cannot be accessed directly from the Internet. Backups are kept completely encrypted in a secret location.

### **4. Rights and Responsibilities**

You also play an active role in protecting your privacy.

#### **4.1. Share with care**

The Incase Platform enables you to get in touch with other Users (for example if you give a Review or share a Post) and Business Users (when you buy something online through the Incase Platform, for example). You are responsible for the personal data you share through the Platform and we cannot guarantee the privacy of the data you share with other Users. It is therefore important to carefully consider the way in which you share your personal data with others. And as always: Never share your password with others and make sure your PC, tablet or smartphone is always clean of computer viruses and malware.



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## 4.2. Report abuse

Abuse on the Platform will not be tolerated and may result in data being deleted and your Account being blocked (see Terms of Use). If you discover or suspect abuse, we request that you contact us immediately at [info@incase-it.com](mailto:info@incase-it.com) so that we can take appropriate measures as soon as possible.

## 4.3. Your rights

As required by applicable law, you are entitled to:

- access to the personal data we have about you;
- correction of your personal data (insofar as you cannot do this yourself via the app);
- erasing your personal data (to the extent permitted by law);
- object to our processing of your personal data;
- limiting the use of your personal data;

If you have any questions about these rights or would like to contact us for any reason, you can send your requests to us at [info@incase-it.com](mailto:info@incase-it.com)