

Formitable B.V. Privacy and Cookie Statement

When making use of our services and visiting our website at www.formitable.com, personal data of yours may be processed.

As we (Formitable; trade name of Formitable B.V.) manage this website and the offered services, we are responsible for handling your personal data with care. As one would expect, we adhere to the requirements imposed in privacy legislation, in particular the General Data Protection Regulation (GDPR). One such requirement obliges us to inform you of the manner in which we handle your data. We use this Privacy and Cookie Statement for this purpose.

As this statement may be amended over time, we recommend that you consult this statement on a regular basis, so that you are aware of these changes. In this Privacy and Cookie Statement, we explain, among other things:

- what personal data of yours we collect and why we require these data;
- on what 'legal basis' we collect these data;
- for how long we process the data;
- whether your data are transferred to other parties;
- what all your rights are.

This privacy and cookie statement applies to the processing of personal data for which Formitable is the controller. This is the case for the personal data we collect from you when you visit our website or when you use our services as an organization or restaurant. We determine the purpose and means of processing the personal data that we collect from you in this way. This means that we are your point of contact for these data processing activities. Therefore, if you have any questions about these data processing activities, please feel free to contact us. Our contact details can be found at the end of this statement.

When you make a reservation at a restaurant by using our reservation widget on their website or through the reserve with Google tool, this restaurant is the controller for the personal data being processed. In this case we would like to refer you to the privacy statement of the relevant restaurant for questions about the handling of your personal data.

When and why are personal data processed?

■ When you use our services

When you sign up for our services, you share certain personal data with us straight away. Examples of this include your email address, name and telephone number. When you sign up for a trial account, you will be contacted after the application in order for the trial account to be activated.

Within the account, you can supplement your account details with other data, such as the restaurant's address and the associated website (URL), as well as references to social media platforms that the restaurant uses. In addition, you can create several sub-accounts for which we will require certain details, such as the name and email address of the sub-account holder.

When we provide certain services for payment, you can also share the VAT number so that we can state it on the invoices. All invoices are made available in your account.

We only use the above personal and other data in order to be able to provide our services and to inform you about those services through, for example, service messages.

The basis for the above data processing is: the performance of the agreement.

■ Our digital newsletter

You can subscribe to our digital newsletter on the website. Your email address is only added to the list of subscribers if you have given your permission for that. You can revoke that permission at any time. For example, every newsletter contains a link through which you can easily unsubscribe. When you unsubscribe from the newsletter, your email address will immediately be removed from our mailing list.

The basis for the above data processing is: the permission you have provided in advance.

■ Customer service and feedback

If you have any questions, you can contact our customer service by email, contact form and/or the (chat) widget. In addition, you can give us tips on how to improve our services and website. To help you efficiently, we may ask you to provide further details, such as your name, address and contact details. We will only request this information if we need the data to handle your request or to process your feedback.

The basis for the above data processing is: the performance of the agreement.

■ Use of cookies

On our website and in the emails we send, we use cookies and similar techniques. Cookies are small data files that can automatically be stored on or accessed from the device of the visitor (such as a PC, tablet or smartphone) or reader of an email when visiting a website or opening the email.

We use cookies via our channels:

- that are required in enabling the website to function or offering the functionalities you have requested (functional cookies);
- to analyse use of the website and app and improve the website based on those data (analytical cookies);
- to improve the online advertisements on and outside of our website and adjust these to your use and/or visit to our website and to give us an insight into our campaign performance (advertisement cookies).

Essential cookies. We do not have to ask permission for essential cookies and functional cookies. These include cookies that are essential in providing the requested functionalities and services, such as cookies that make it possible to store your language preference.

Analytical cookies. We do not ask permission for analytical cookies if we have set them to be privacy-friendly and they are only used for analytical purposes. Examples of this include the privacy-friendly settings of the Google Analytics service. In that case, the data are processed on the basis of a legitimate interest on our part in that specific data processing activity. Insofar as cookies cannot be set to be privacy-friendly, we will always ask permission for the use thereof.

Advertisement and other cookies. For all cookies that do not fall under the above two categories, we will ask your permission in advance by means of the cookie banner that is shown on the website. We do this with regard to, for example, cookies that are used for advertising, targeting and retargeting purposes. When these cookies are not used, no cookie banner will be shown either.

Cookie table. A [cookie table](#) has been included at the bottom of this statement. This lists which cookies and similar techniques are used via our website, and for which purposes these are used.

For how long are the personal data processed?

We never process the personal data we have on you for longer than is required to achieve the purpose for which the data were originally collected. For example, we will remove your account and the data contained therein when the services are cancelled. Another example is that we remove your name and email address as soon as you unsubscribe from the newsletter. Do note that the law (the retention obligation under tax law) does require us to retain certain basic details from our customer administration for a period of seven years after the contractual relationship has ended. This includes, for example, invoices that we have sent to you.

Who are the third parties that use your data?

We use the services of various suppliers. In the event that these parties process your personal data, they will do so under our instructions. Therefore, they may not use your personal data for their own purposes. We have made agreements with these parties in processing agreements. Our suppliers fall under the following categories:

- hosting supplier (Microsoft Azure);
- supplier of the chat widget on our website (Intercom);
- service provider whose services we use to send our digital newsletters (Sendgrid and Mailchimp);
- cookie suppliers (such as Google for Google Analytics);
- CRM supplier (Pipedrive).

What are your rights regarding your personal data?

If you have any questions about our privacy policy or access to, amendment or removal of your personal data, you may contact us at any time. In addition, in most cases, you have the right to:

- view the type of data we process and why;
- have your data amended if they are not or no longer correct;
- have outdated data deleted;
- lodge an objection against a specific use of your data;
- withdraw the consent granted earlier;
- retrieve and have your data transferred.

If you feel that we have not handled your data or have not assisted you in the appropriate manner, you may submit a complaint to the national supervisory authority. In the Netherlands, this is the Dutch Data Protection Authority. You can find an overview of all European supervisory authorities in the European Union [here](#).

Contact details

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