

Trails of Menorca

'Trails of Menorca' is a sole trader under Dutch law, with registered offices in (8749 TC) Pingjum (Netherlands), at the address Nesserlaan 6, Chamber of Commerce number: 89837827

Privacy Statement

Trails of Menorca is responsible for the processing of personal data as set out in this Privacy Statement. If you feel that your data is not properly protected or there are indications of misuse, please contact us at info@trailsofmenorca.com< 1}

You can share data with us in various ways, including:

- through our website / linked systems
- by telephone
- through the contact form / chat function on the website
- through verbal consent, despatch of leaflet, Facebook and Instagram

Personal data that we process

Trails of Menorca processes your personal data as a result of you making use of our services and/or because you provide it to us yourself. A summary of the personal data that we process is given below:

- First name and surname
- Address
- Telephone number
- E-mail address
- Data about your activities on our website
- Data about your browsing behaviour across different websites (e.g. because this company is part of an advertising network)
- Internet browser and device type
- Bank account number

Sensitive personal data that we process

Our website and/or service is not intended to collect data about website visitors who are aged under 16 unless they have the permission of their parents or guardian. However, we cannot check whether a visitor is aged over 16. We therefore recommend that parents should be engaged with their children's online activities in order to prevent data about children being collected without parental permission. If you are sure that we have collected personal data about a minor without permission, please contact us at info@trailsofmenorca.com,1} and we will remove this information.

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The purpose for which we process personal data and on the basis of which principle

Trails of Menorca processes your personal data for the following purposes:

- Administrative activities: e.g. handling your payment
- To be able to call or e-mail you if this is required in order to provide our service
- To inform you about changes to our services and/or products
- Trails of Menorca analyses your behaviour on the website in order to be able to improve the website and match the products and/or services offered to your preferences.
- Trails of Menorca tracks your browsing behaviour across various websites to help us tailor our products and/or services to your needs.
- Trails of Menorca also processes personal data if we are required to do so by law, such as information we require for our tax return.

How long we retain personal data

Trails of Menorca will not retain your personal data for longer than is strictly necessary in order to achieve the purposes for which your data is collected. We retain your data for as long as you are our client. This means that we retain your customer profile until you indicate that you no longer wish to use our services. If you inform us of this, we will also take this as a request to be forgotten. Under the applicable administrative obligations we must retain invoices containing your (personal) data, so we will retain this data until the end of the applicable retention period. However, employees will no longer have access to your client profile and documents that we have produced as a result of your instruction.

Sharing personal data with third parties

Trails of Menorca will not sell your data to third parties and only makes it available if this is necessary for the execution of our contract with you or in order to comply with a legal obligation. We conclude a processor agreement with companies that process your data on our behalf in order to ensure the same level of security and confidentiality for your data. Trails of Menorca remains responsible for this processing.

Payment processors

Mollie

We use the Mollie platform to process (part of) the payments through our website. Mollie processes your name, address and place of residence and your payment details such as your bank account or credit card number. Mollie has taken appropriate technical and organisational measures to protect your personal data. Mollie reserves the right to use your data to further improve the service and, as part of this, share (anonymised) data with third parties. All the safeguards listed above regarding the protection of your personal data also apply to those parts of Mollie's services for which it engages

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third parties. Mollie will not retain your data for longer than permitted under the statutory time limits.

Cookies or comparable technology that we use

Trails of Menorca uses functional, analytic and tracking cookies. A cookie is a small text file that is saved in the browser on your computer, tablet or smartphone when you first visit this website. Trails of Menorca uses cookies with a purely technical function. These ensure that the website works properly and that your preference settings are stored, for example. These cookies are also used to make the website work well and in order to be able to optimise it. We also install cookies that track your browsing behaviour so that we can offer you tailored content and advertisements. When you first visited our website we informed you about these cookies and asked permission to install them. You can refuse cookies by setting up your Internet browser so that it no longer stores cookies. You can also delete all information saved previously through your browser's settings. For an explanation see: <https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doe-ik-ermee/>

Cookies are also installed on this website by third parties such as advertisers and/or social media companies. A list of these cookies is given below:

[Google Analytics]

Cookies from the US company Google are installed via our website as part of the 'Analytics' service. We use this service to track and get reports on how visitors use the website. This processor may be required by applicable laws and regulations to provide access to this data. We collect information about your browsing behaviour and share this data with Google. Google can interpret this information in conjunction with other datasets and thus track your movements on the Internet. Google uses this information to offer targeted ads (Adwords) and other Google services and products, among other things.

Accessing, modifying or deleting data

You have the right to access, correct or delete your personal data. You also have the right to retract your permission for the data processing or object to the processing of your personal data by Trails of Menorca, and you have the right to transfer data. That means that you can submit a request to us to send the personal data about you that we have to you or another organisation specified by you in a computer file. You can send a request for access, correction, deletion or transfer of your personal data or a request to retract your permission or object to the processing of your personal data to info@trailsofmenorca.com. In order to ensure that the request for access has been made by you, we would ask you to attach a copy of your proof of ID with the request. Please obscure your passport photo, MRZ (machine readable zone, the strip of numbers at the bottom of the passport), passport number and Citizen Service Number (BSN) on this copy. This is to protect your privacy. We will reply to your request as soon as possible, and certainly within four weeks. Trails of Menorca would also draw your attention to the fact that you can submit a complaint to the national regulator, the Dutch

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Data Protection Authority (Autoriteit Persoonsgegevens). This can be done using the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we secure personal data

Trails of Menorca takes the protection of your data seriously and takes appropriate steps to prevent misuse, loss, unauthorised access, unwanted publication and unauthorised modification. If you feel that your data is not properly protected or there are indications of misuse, please contact us at info@trailsofmenorca.com.

Contact details

Trails of Menorca
Nesserlaan 6
8749 TC Pingjum
info@trailsofmenorca.com
06-30534441
Contact persons for privacy issues:
Milan Grijmans