

Privacy statement

Who are we?

Quintes Insurance and Risk Management (trade name of Quintes Limburg B.V.) principally engages in the advising on and mediating in financial services and products. For this service to customers, we process a various personal data.

Our contact details are:

- Visiting address: Amerikalaan 70-D, 6199 AE te Maastricht-Airport
- Phone: 043 – 361 88 88
- E-mail: maastricht@quintes.nl
- Website: www.quintes.nl/maastricht

Data Protection Officer (DPO)

We have appointed a data protection officer (DPO). The DPO can be reached by e-mail: fg@quintes.nl or in writing: Quintes, attn. the data protection officer, PO Box 68, 4180 BB Waardenburg.

Why this statement?

We are responsible for protecting your personal data as best as we can. We must comply with the requirements of the privacy regulations. We want, among other things, to be transparent about the types of data we process, the purposes for the processing, who we share data with and what rights you have regarding to your own data. We inform you about this in this Privacy Statement.

1. Types of data

1.1 We (possibly) process the following personal data

- Contact details, such as name, address, place of residence, telephone number, and email address;
- Age, gender, marital status;
- Data relating to passport, driver's license or other proof of identity (sometimes we ask for a copy of an identity document);
- Information about employment, income, profession and employer;
- Data on financial situation, assets, and any debts;
- Data on current financial products, such as bank accounts or insurances;
- Special personal data, for example health status (in some cases);
- Data on any criminal offenses, and fraud information (if relevant);
- Data on submitted claims / claim history.

1.2 When we process health data or criminal law data, we do so extremely carefully.

2. Purposes of the processing of data

We process your personal data for the following activities in our company:

- Assessing and accepting potential customers;
- Managing our relationship with (potential) customers and visitors;
- Managing and expanding our customer base;
- Concluding and executing agreements;
- Performing analyses of personal data for the purpose of statistical purposes and use of an archive destination;
- Performing (targeted) marketing and promotional activities to establish a relationship with aim to create, maintain or expand a (potential) customer;
- Complying with legal obligations;
- Sending newsletters or information of a specific nature.

3. Legal grounds for data processing

We use at least one of the following grounds for processing your personal data:

- The execution of an agreement for a financial product or a financial service;
- Being able to comply with a legal obligation that rests on us, for example to comply with our statutory duty of care during the term of a financial product that has been established through our mediation or compliance with legal data retention periods;
- The explicit consent you have given to process data for specific purposes. You can always revoke this permission;
- For the execution of our legitimate interests in the context of our business or a third party. We always make the trade-off between your interests and ours. Our interests include the careful execution of agreements with you, maintenance and possible expansion of our customer relationship through possible direct marketing and/or profiling aimed at marketing.

4. Storage and retention period of personal data

We only keep your personal data for as long and insofar as we need it. We will in any case keep data that we necessarily need for the duration of the term of our relationship or agreement. If our relation or agreement ends then we keep the data for the legal retention periods that apply to us.

5. Information, amendment and objection

5.1 You have specific rights with regard to the processing of your personal data.

That certainly applies to the following topics:

- Whether we process your personal data;
- The way in which we process your personal data;
- Access to the personal data that we process about you;
- Objections to the processing of your personal data;
- Adjustment of your personal data if it has (possibly) been processed incorrectly;
- Restriction of your personal data;
- Removal (deletion) of your personal data;
- Transfer of your personal data to yourself or to another organization on your request;
- Consultation with our data protection officer.

5.2 We may not be able to meet a request in all cases. If this is the case, we will let you know and provide you with a reason.

6. Security of your data

We have taken adequate technical and organizational measures to protect your personal data.

7. Disclosure of data to third parties

7.1 We do not provide your personal data to others without reason.

We can do so if you have given us permission to do so; if we are obliged to do so under the law or a court order; or if such provision is for the benefit of our purposes of processing personal data.

7.2 For the execution of our business operations and depending on the services provided to you, we may provide your personal data to the following persons or parties:

- financial institutions (such as banks or insurers) with whom we have requested a financial product or from whom you have a financial product that we manage for you; or where we guide you during the term of the product;
- persons and bodies who must be informed on the basis of a legal obligation;
- third parties under our control and responsibility that process data at our request;
- damage assessors, databases aimed at combating fraud such as Fish and Cis;
- notaries, lawyers and accountants.

7.3 External parties that process the personal data under our responsibility, do this only for purposes and under conditions that we have agreed with them. We record this in written agreements.

8. Changes to the Privacy Statement

We may change this Privacy Statement in the future. You will always find the most current statement on our website.

9. Right of complaint

- 9.1 Do you disagree with the way in which we process your personal data or deal with your rights as a customer? Please contact us via our data protection officer.
- 9.2 You can submit a complaint to the Dutch Data Protection Authority. Please refer to the following website www.autoriteitpersoonsgegevens.nl.