

This Privacy and Cookie Statement was last amended on: 15 December 2021.

Contactless Technologies B.V. has developed a service under the name Bank2Loyalty that enables us to link all your customer cards to your bank card so you no longer need separate customer cards. At the checkout you present your bank card to a special reader and we make sure that the checkout receives the correct customer card details. To use this service, you only need to register once on our website/portal – very simple, without the hassle of filling in forms.

Your privacy is extremely important to Bank2Loyalty. We therefore adhere to the General Data Protection Regulation (GDPR).

This means that we:

- **Clearly define our purposes** before processing your personal data, via this Privacy and Cookie Statement;
- **Store as few personal data as possible** and only the data necessary for our purposes;
- **Explicitly request your permission** for the processing of your personal data, whenever permission is required;
- **Take the necessary security measures** to protect your personal data. We also impose these obligations on parties that process personal data on our behalf.
- **Respect your rights**, such as the right to inspect, correct or delete your personal data that we have processed.

Processing of personal data

In this Privacy and Cookie Statement, we explain what we do with information we learn about you through our service, webpage and portal. When you use our service, we obtain different types of personal data from you. For each topic, we indicate what data we obtain from you and for how long we retain them, for what purpose and on what basis. If you have any questions or want to know exactly what data we keep about you, please contact Bank2Loyalty using the details at the bottom of this statement.

Contact form

We will ask you to fill in your details in the online contact form to allow us to process your request for information. We will use the following personal data for this purpose:

- name;
- position;
- email address or telephone number;
- any information you enter yourself as the content of a message.

We need this information to process your request for contact about our service. We will retain this information until we think you are satisfied with our response and for three months after that. This way we can easily get hold of the information in case of follow-up questions. It also allows us to train our customer service to respond even more effectively to your requests. If the completed contact form results in an agreement, we will retain that information for as long as the service continues.

Newsletter

We issue a periodical newsletter with news, tips and information about the service. You will only be added to the list of subscribers with your permission. If you subscribe, we need to use your name, email address and any company name. We do this based on your consent. We will retain this information until you cancel your subscription. You can unsubscribe from the newsletter at any time. Every newsletter contains an unsubscribe link.

Account

If you want to use Bank2Loyalty, you first need to register on our website. After registration you will have an account, to which you can log in and where you can manage your own data and loyalty programmes. To complete your registration, we will use the following personal data:

- email address, mobile phone number (both are used for verification and login);
- private individual / business;
- company name (optional);
- position (optional);
- salutation;
- first name and surname;
- date of birth (optional);
- address details;

- one-way hash of the means of payment, not the bank account number itself *);
- a so-called truncated PAN number (= partially shielded) *);
- expiry date of your means of payment, if known;
- type of payment, such as Maestro or Visa;
- the issuer of the means of payment, e.g. your bank, if known.

When registering, please enter an email address or mobile phone number so that we can send you a temporary login code by email or text message. We will only use your email address or mobile number to enable you to log in to your account; after that we will send you a new temporary login code, for your safety, each time you want to log in. We will also send you an email when you have interrupted the registration process. If you do not complete your registration within 48 hours, we will delete your data and (after the data have been deleted) send you an email stating that your data have been deleted. We need the above information in order to be able to offer the account environment you request and provide our service to you (agreement). We will retain this information for the duration of your account and until the end of our service to you. You can cancel your account within our customer portal.

*) The anonymity of your data is sufficiently guaranteed by, among other things, the use of a so-called one-way hash. In a one-way hash, the data are scrambled in such a way that they cannot be traced back to the original bank account number. We store the scrambled data for further processing. To make it possible for you to recognise your means of payment in our portal, we will also store a partially shielded number. For this reason, our database does not contain any recognisable or traceable bank account number.

Provision to third parties

It may happen that we provide your personal data to other companies or institutions because:

- we have engaged them to process certain data;
- we need to do so in order to fulfil the agreement with you;
- you have authorised us to do so;
- we have a legitimate interest in doing this;
- we are required to do so by law (for example, within the context of a police investigation into criminal activity).

The following third parties will process your personal data:

- our affiliated loyalty programmes;
- our cookie service providers (see below);
- our software suppliers;
- our hosting party;
- our IT service providers;
- our payment service provider;
- our partners and intermediaries.

Cookies

We use cookies on our website. A cookie is a simple, small file that is sent along with pages of this website and stored by your browser on the hard drive of your device. The information stored in a cookie can be sent back to our servers the next time you visit us. The table below gives an overview of the cookies we use:

Privacy and Cookie Statement

Cookie	Type	Purpose	Storage period
Cookiebot	Functional	These cookies ensure that the website functions work properly. This type of cookie enhances and customizes your user experience by displaying relevant information based on your past choices or through the browsing data. They may be set by us or by third-party providers of services that we have placed on our pages. If you do not allow these cookies, they or some of these services may not work correctly.	Session
Google Tag Manager Google LLC, Amerika Privacy statement	Functional	Manages tags on the website so that they are correctly indicated.	Session
First-party functionele cookies Contactless technologies bv, Nederland	Functional	First-party cookies with strictly technical/functional purposes. -anti-counterfeiting cookies; -cookies that set and display fonts; -cookies that enable the registration process; -session cookies.	Session - Maximum of one year
Google Analytics Google LLC, Amerika Privacy statement	Analytical	Cookies are placed to gain insight into visitor behaviour and improve the user experience. We have set these cookies to be privacy friendly. This means that we: - have concluded a processing agreement with Google; - Google only provides masked IP addresses; - do not share any other data with Google; and - do not use other Google services in combination with analytics.	Maximum of two years
Hotjar Hotjar, Malta Privacy statement	Analytical	We use this service to track and get reports on how visitors use the website. To improve the user experience on our website, we use Hotjar's software. The cookie settings are such that your privacy is respected. This means that we: - have entered into a processing agreement with Hotjar; - Hotjar is unable to identify website visitors, because all the information measured is 'suppressed' before the data are sent to our servers. This means that the information is converted into any number of asterisks (***) or 1's (111111); - do not share any other data with Hotjar; and - do not use other Hotjar services.	Maximum of one year
Vimeo Vimeo Inc, Amerika Privacy statement	Marketing Video	We use the video service of Vimeo. The videos you watch on the website will play with it. Our website contains embedded videos that are hosted by Vimeo. By integrating these videos on our website, advertising cookies are also placed by Vimeo. These cookies record, among other things, click behavior, website visits and a unique ID, to recognize returning devices. The purpose of this is targeted and personalized advertising.	Maximum of two year
Facebook	Tracking pixel	Used by Facebook to deliver a range of advertising products, such as real-time bidding from third-party advertisers.	Maximum of one year
LinkedIn	Tracking pixel	Used by the social networking service, LinkedIn, for tracking the use of embedded services.	Maximum of one year

We have made agreements with other companies that place cookies about the use of cookies. We have set our cookies as privacy-friendly as possible, so that your privacy is respected and we do not have to ask permission for this.

Third-party cookies

If you accept the personal cookies, cookies are also placed and read by third parties. Do you want to delete cookies from third parties? Follow the instructions in the cookie and privacy statements of these parties to delete the cookies or adjust your settings. Please note that these statements may change regularly: Bank2Loyalty has no influence on this. We are also not responsible or liable for damage caused by the acts or omissions of third parties.

Marketing Cookies

If you sign up for email marketing, e.g. for our newsletters, we will use the personal data you provide (normal email address, but in some cases also phone number, company and title) to send personalized offers, marketing, product news etc. The legal basis for this is consent. You may withdraw your consent and opt out of such marketing by using the unsubscribe link in the email or by contacting us using the contact details below. We analyze your behavior in connection with the newsletter through the use of so-called tracking pixels, which are image files of one pixel stored on our website. For analysis purposes, we link your personal data and the tracking pixels to your e-mail address and an individual ID. Links received in the newsletter also contain this ID. The generated data is used to create a user profile to tailor the newsletter to your personal interest based on when you read our newsletters and which links you click on in them. This processing is based on our legitimate interests (Art. 6 (1) f GDPR) to provide you with more relevant offers and a better user experience.

Targeting cookies

These cookies can be set by our advertisers on our website. They may be used by those companies to build a profile of your interests and show you relevant advertisements on other websites. They do not store any direct personal information, but they are based on unique identifiers of your browser and internet device. Facebook, LinkedIn and Google use target group-oriented cookies. If you do not allow these cookies, you will see less personalized advertisements.

Social media buttons

Our website includes buttons to promote ('like') our web page or share it on social networks like LinkedIn and Facebook. The buttons work by means of pieces of code that originate from Facebook or LinkedIn itself. This code is used to place cookies. Please refer to the privacy statements of Facebook and LinkedIn (which may change regularly) to read what they do with your personal data that they process via these cookies. The information is transferred to and stored by Facebook and LinkedIn on servers in the United States.

Enabling and disabling cookies

You can disable the placing of cookies via your browser. Note however that if you do so, some options on our website may no longer work properly. More information about enabling, disabling and deleting cookies can be found in the instructions and/or by using the Help function of your browser.

Security

Security of personal data is very important to us. We ensure that your data are secure with us. For this purpose we apply TLS1.2, SHA2 and RSA 4096bits or similar standards and use encryption where relevant and helpful. We continuously adjust security systems and keep close track of potential flaws.

Changes to this Privacy and Cookie Statement

If our websites and/or service change, we will of course also have to change the Privacy and Cookie Statement. So always pay attention to the date at the top of this statement and check regularly for new versions.

Your rights

If you have any questions or want to know what personal data we have about you, please do not hesitate to contact us. See the contact details below.

You have the following rights:

- Right of inspection: you have the right to inspect the personal data we process about you.
- Right of rectification: you have the right to correct or supplement your personal data that we process if they are incorrect or incomplete.
- Right to revoke your consent: you can easily revoke your consent at any time.
- Right to object: you can object to the processing of your personal data.
- Right to deletion: you can request that we delete your personal data.

- Right to data portability: if it is technically possible, you have the right to demand that the personal data we process about are transmitted to a third party.
- Right to restriction of processing: in some cases you may request that we restrict the processing of your personal data (temporarily or otherwise), which means that we will process fewer data concerning you.

If and when you make a request, we may ask you to identify yourself. We will ask you to provide data for this purpose to ensure that you are the person to whom the personal data belong. Depending on the information we have from you, we may ask you to do so by sending us a valid identification document. In that case, it is important that you cover your BSN (citizen service number) and passport photo.

In principle, we will comply with your request within 30 days. However, this period may be extended for reasons relating to the specific rights of data subjects or the complexity of the request. If we extend this period, we will inform you in good time.

Filing a complaint

If you feel that we are not helping you in the right way, you have the right to file a complaint with the privacy supervisor. The relevant authority in the Netherlands is the [Autoriteit Persoonsgegevens \(Dutch Data Protection Authority\)](#).

Contact details

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5803AN Venray

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Email address: contact@bank2loyalty.com