

# Privacy and cookie statement Fittar B.V.

This privacy and cookie statement was last updated on August 26, 2024.

During the processing of personal data Fittar B.V. ('Fittar') works conform the requirements of the applicable data protection legislation, like the General Data Protection Regulation. This means we:

- **clearly specify our purposes** before we process personal data, by using this privacy and cookie statement;
- **limit our collection of personal data** to only the personal data needed for legitimate purposes;
- **first ask for explicit permission** to process your personal data in cases where your permission is required;
- **take appropriate security measures** to protect your personal data and we demand the same from parties who process personal data on our behalf;
- **respect your right** to access, correct or delete your personal data held by us.

Your personal data is safe with us and we will always use it properly. In this privacy and cookie statement, we will explain what kind of personal data we collect and for which purposes within our company Fittar, when you use our products, services or when you visit our website [www.fittar.eu](http://www.fittar.eu). We recommend that you read it carefully.

If you have any questions regarding the processing of personal data, you can find the contact details of Fittar at the end of this privacy and cookie statement.

## Contact form

You can use our contact form to ask questions or make any request. For this purpose, we use your:

- name;
- email address;
- phonenumber;
- other personal information that you provide.

We need this data because of our agreement with you. We store this information because we want to be sure that you are satisfied with our response and will remove it upon request. This way we can easily access the information in case you have any following questions and train our customer service to improve even more.

## Handling your order and use of our services

We use your personal data when handling your order. For this purpose, we use your:

- name and address;
- phone number;
- invoice address;
- email address;
- payment details.

We need this data because of our agreement with you. We store this information until request removal. Certain types of personal data will be retained for a longer period with regards to the legal tax retention.

In order to use our service we require you to register. You will have to provide some extra information

about yourself and choose a username and password for your account. With this account you can access the “Fittar application”, where you can find all our exergames, challenges, videos and training programs. For this purpose, we may need the following additional information:

- age;
- username;
- password;
- nationality;
- Profile picture;
- IP-address.

If your account is part of a company environment the Game Master (person responsible for the company’s playground) might use personal data to create different teams within the playground. We have no influence over the data used to compile teams.

We store this information for 2 years after you close your account. We will retain this data so that you do not have to re-enter it every time you visit our company, and in order to contact you in connection with the execution of the agreement, invoicing and payment, and to provide an overview of the products and services you have purchased from us.

To use all the functionalities Fittar offers you can take out a paid subscription. We use your personal data to complete the payment. For this purpose, we use your:

- payment details;

The payment information you provide for your subscription may differ from the information we received to fulfill your order.

### **Connecting your Fittar playground to other health applications**

In the Fittar application you may have the option to connect other health apps to your Fittar-account. When you connect other applications, we process the data they provide based on your permission.

Depending on which application you connect to your Fittar account we use the following data:

- information about your weight/height;
- information about your heart rate/blood pressure;
- information about your activity;
- information about your sleep schedule.

We process this data based on your consent. We store this information until you delete your account or withdraw permission to connect to the other applications.

### **Sending newsletters**

We have a newsletter that we can send out once every two months to inform those interested in news, tips and information about our products and services. For this purpose, we use your:

- name;
- email address.

We do this on the basis of your consent. We store this information until you cancel your subscription and up to two months afterwards. You may cancel your subscription to our newsletter at any time. Each newsletter contains a link to unsubscribe from our newsletter.

### **Providing data to third parties**

We share your personal data with third parties only when permitted by current law. We may provide your personal data to third parties because:

- we have engaged them to process certain data;
- it is necessary to execute the agreement with you;
- you give permission for this;
- we have a legitimate interest in doing so;
- we are legally obliged to do so (for example, if the police require this in case of suspicion of a crime).

To deliver you the services we mentioned above we share your data with:

- External IT service providers
- The supplier of our administration tool
- Email and contact form service providers
- The parties who supply cookies, see below

We may use parties based in a country outside the European Economic Area (EEA) to provide our services. We only use such a party if:

1. This recipient is located in a third country that the European Commission has designated as providing an adequate level of data protection (an adequacy decision).
2. The recipient of the personal data provides appropriate safeguards (e.g. through EU standard contractual clauses).
3. We have obtained your express consent to do so.

### **Cookies**

Our company makes use of cookies and device fingerprinting. Cookies are small files in which we can store information, so that you do not have to fill in that information again. We can also use them to see whether you are visiting us again. We and third parties use cookies to:

- make sure you can use our website (technical and functional cookies);
- analyze your use of our website to make our website more user friendly based on that information (analytical cookies);
- show you personalized ads (marketing cookies).

These cookies collect the following information:

- IP-address;
- cookie-ID;
- website and click behavior;
- Referrer-URL.

The first time you visit our company, we will show you a notification explaining our cookies and ask for your permission for the use of these cookies.

Below you find a summary of the cookies we use and what we use them for:

Name Cookie	Provider	Purpose	Expiration time	Type	Function
_ga	Google	Identifying unique visitors	13 months	HTTP cookie	Analytical
_ga_C2BQ6WV96Z	Google	Collecting information and usage statistics	13 months	HTTP cookie	Analytical

We made arrangements with other parties who place cookies through our website. Nevertheless, we cannot fully control what they are doing with their cookies, so please read their privacy statements as well.

### Enabling and disabling cookies

You can set your web browser to accept the storage of cookies only if you agree. Please consult your browser manual for more information. Please note that many websites do not work optimally when cookies are disabled.

### Deleting cookies

Most cookies have an expiration date. If an expiration date is set, the cookie is automatically deleted when the expiration date expires. You can also choose to delete cookies manually before the expiration date. Please consult your browser manual to do so.

### Statistics

We use Google Analytics to track visitors on our company and to get reports about how visitors use the website. We allow Google to use information obtained by Analytics for other Google services. We have Google anonymize the IP-addresses.

### Advertisements

Fittar can show advertisements. We do not publish these ourselves, but we collaborate with advertising companies. These companies keep track of what you like and use that information to only show or make nice or interesting advertisement or offers in the future.

### Social media buttons

Our company features social media buttons, which lead you to our account on the social media platforms. Through these platforms you get the option to follow us and share our content. The buttons work because of pieces of code coming from the social media networks. If you want to know what the social media platforms do with your personal data, please read the relevant privacy statement.

### Security

We take security measures to reduce misuse of and unauthorized access to personal data. We take responsibility in the security of your personal data. We renew our security measures to ensure safe storage of personal data and keep track what might go wrong.

### Data protection officer

We have appointed a so-called *data protection officer*. This person is responsible for privacy matters

within our organization. Our data protection officer is Alje Hoving and is available by e-mail (alje@fittar.eu) for all your questions and requests.

### Changes to this privacy and cookie statement

We reserve the right to modify this statement. We recommend that you consult this statement on a regular basis, so that you remain informed of any changes.

### Inspection and modification of your data

You can always contact us if you have any questions regarding our privacy and cookie statement or wish to review, modify or delete your personal data. You have the following rights:

- **Right of access:** you have the right to see what kind of personal data we processed about you;
- **Right of rectification:** you have the right to rectify any personal data we have processed about you, if this information is (partially) wrong or incomplete;
- **Right to complain:** you have the right to file a complaint against the processing of your personal data by us, or against direct marketing;
- **Right to be forgotten:** you can file a request with us to remove any personal data we have processed of you;
- **Right to withdraw consent:** if you have given us consent to process personal data, you may withdraw this consent at any time;
- **Right to data portability:** if technically possible, you have the right to ask us to transfer your processed personal data to a third party;
- **Right to restriction of processing:** you can file a request with us to (temporarily) restrict the processing of your personal data.

If you exercise any of the rights mentioned above, we might ask you to identify yourself with a valid ID, to confirm it is your personal data. If so, it is important that you hide your social security number and photo.

We will usually respond to your request within one month. This term can be extended with two months if the request is proven to be complex or tied to a specific right. You will be notified about a possible extension of this term.

### Complaints

If you want to file a complaint about our use of personal data, please send an e-mail with the details of your complaint to [info@fittar.eu](mailto:info@fittar.eu). We will look into and respond to any complaint we receive.

If you think that we are not helping you in the right way, you have the right to file a complaint at the authority. For The Netherlands, this is the Autoriteit Persoonsgegevens. You can find the form to file your complaint here: <https://autoriteitpersoonsgegevens.nl/nl/meldingsformulier-klachten>.

### Contact details

Fittar B.V.  
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