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For questions or comments about the privacy policy, please contact policy@lizenso.com.

1. About our privacy policy

Lizenso cares deeply about your privacy. We therefore only process data that we need for (improving) our services and we handle the information we have collected about you and your use of our services with care. We never make your data available to third parties for commercial purposes. This privacy policy applies to the use of the website and the services provided by Lizenso. The effective date for the validity of these conditions is 01-01-2022, with the publication of a new version the validity of all previous versions expires. This privacy policy describes which data about you is collected by us, what this data is used for and with whom and under what conditions this data may be shared with third parties. We also explain to you how we store your data and how we protect your data against misuse and what rights you have with regard to the personal data you provide to us. If you have any questions about our privacy policy, please contact our contact person for privacy matters.

2. About data processing

Below you can read how we process your data, where we store it (or have it stored), which security techniques we use and for whom the data is transparent.

3. Online Store Software

Our webshop is developed with software from WordPress. Personal data that you make available to us for the purpose of our services will be shared with this party. WordPress has access to your data to provide us with (technical) support, they will never use your data for any other purpose. WordPress is obliged to take appropriate security measures on the basis of the agreement we have concluded with them. These security measures consist of the application of SSL encryption and a strong password policy. WordPress uses cookies to collect technical information related to your use of the software, no personal data is collected and/or stored. WordPress reserves the right to share collected data within its own

group in order to further improve the service. In addition, all data is processed via WordPress's servers.

4. Web Hosting

We purchase some web hosting and email services from Antagonist. Antagonist processes personal data on our behalf and does not use your data for its own purposes. However, this party can collect metadata about the use of the services. This is not personal data. Antagonist has taken appropriate technical and organizational measures to prevent loss and unauthorized use of your personal data. Antagonist is obliged to observe secrecy under the agreement.

5. Email and Mailing Lists

MailChimp

We send our email newsletters with MailChimp. MailChimp will never use your name and email address for its own purposes. At the bottom of every e-mail that is automatically sent via our website you will see the 'unsubscribe' link. You will then no longer receive our newsletter. Your personal data is stored securely by MailChimp. MailChimp uses cookies and other internet technologies that provide insight into whether e-mails are opened and read. MailChimp reserves the right to use your data to further improve the service and to share information with third parties in this context.

Antagonist

We use the services of Antagonist for our regular business e-mail traffic. This party has taken appropriate technical and organizational measures to prevent misuse, loss and corruption of your and our data as much as possible. Antagonist does not have access to our mailbox and we treat all our email traffic confidentially.

6. Payment Service Provider

WooCommerce

WooCommerce handles a part of Lizenso's checkout procedures. WooCommerce processes your information and saves it in WordPress. Lizenso needs these details to deliver your products to you. WooCommerce takes a lot of measures to protect your data and does not save your data longer than needed.

Stripe

We use the Stripe platform to handle (part of) the payments in our webshop. Stripe processes your name, address and residence details and your payment details such as your bank account or credit card number. Stripe has taken appropriate technical and organizational measures to protect your personal data. Stripe reserves the right to use your data to further improve the service and to share (anonymized) data with third parties in this context. All the above-mentioned guarantees with regard to the protection of your personal data also apply to the parts of Stripe's services for which they engage third parties. Stripe does not store your data for longer than permitted by law.

7. Reviews

Trustpilot

We collect reviews via the Trustpilot platform. If you leave a review via Trustpilot, you are obliged to provide your name, place of residence and e-mail address. Trustpilot shares this information with us so that we can link the review to your order. Trustpilot also publishes your name and country on its own website. In some cases, Trustpilot may contact you to explain your review. In the event that we invite you to leave a review, we will share your name and email address with Trustpilot. They only use this information for the purpose of inviting you to leave a review. Trustpilot has taken appropriate technical and organizational measures to protect your personal data. Trustpilot reserves the right to engage third parties for the provision of the service, we have given Trustpilot permission for this. All the above-mentioned safeguards with regard to the protection of your personal data also apply to the parts of Trustpilot services for which they engage third parties. Trustpilot keeps your personal data as long as you keep the review published on the platform.

8. Delivery and shipping

Deliveries are made by e-mail via our web hosting party Antagonist. Antagonist uses your data for this. This data is only used for the execution of the agreement.

9. Billing

Administrative data of an order is stored in WooCommerce and WordPress. Lizenso can then invoice with this data. This data is only used for billing and the administration of sales factors. Your personal data is sent and stored protected. WordPress and WooCommerce are bound to secrecy and will treat your data confidentially. WordPress and WooCommerce will not use your personal data for purposes other than those described above.

10. External Sales Channels

We sell (part of) our items via the Google Shopping platform. If you place an order via this platform, Google will share your order and personal data with us. We use this information to process your order. We treat your data confidentially and have taken appropriate technical and organizational measures to protect your data against loss and unauthorized use.

11. Purpose of the data processing

We only use your data for the purpose of our services. This means that the purpose of the processing is always directly related to the order you provide. We do not use your data for (targeted) marketing. If you share information with us and we use this information to contact you at a later time – other than at your request – we will ask you for explicit permission for this. Your data will not be shared with third parties, other than to comply with accounting and other administrative obligations. The data is not transferred outside the EU. These third parties are all kept confidential by virtue of the agreement between them and us or an oath or legal obligation.

12. Automatically Collected Data

Data that is automatically collected by our website is processed with the aim of further improving our services. This data (for example your IP address, web browser or operating system) is not personal data.

13. Cooperation with tax and criminal investigations

In some cases, Lizenso can be held on the basis of a legal obligation to share your data in connection with government tax or criminal investigations. In such a case, we are forced to share your data, but we will oppose this within the possibilities that the law offers us.

14. Retention periods

We keep your data for as long as you are a client of ours. This means that we keep your customer profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also regard this as a request for forgetting. On the basis of applicable administrative obligations, we must keep invoices with your (personal) data, so we will keep this data for as long as the applicable term runs. However, employees no

longer have access to your client profile and documents that we have prepared in response to your assignment.

15. Cookies

Lizenso uses cookies to make the website function. In addition, cookies are used to collect (anonymous) input from visitors to improve the website. At Lizenso we use a so-called cookie banner. This states that you agree to the cookies when you use the website.

16. Your rights

On the basis of the applicable Dutch and European legislation, you as a data subject have certain rights with regard to the personal data that are processed by or on behalf of us. We explain below which rights these are and how you can invoke these rights. In principle, to prevent misuse, we only send copies and copies of your data to your already known e-mail address. In the event that you wish to receive the data at a different e-mail address or, for example, by post, we will ask you to identify yourself. We keep records of completed requests, in the event of a request to be forgotten we administer anonymised data. You will receive all copies and copies of data in the machine readable data format that we use within our systems.

17. Right of access

You always have the right to view the data that we process or have processed and that relate to your person or can be traced back to you. You can make a request to that effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data with an overview of the processors who have this data at the e-mail address known to us, stating the category under which we have stored this data.

18. Right of rectification

You always have the right to have the data that we process or have processed and that relate to your person or can be traced back to you adjusted. You can make a request to that effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a confirmation that the data has been adjusted to the e-mail address known to us.

19. Right to restriction of processing

You always have the right to limit the data that we process or have processed that relate to your person or that can be traced back to you. You can make a request to that effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a confirmation to the e-mail address known to us that the data will no longer be processed until you lift the restriction.

20. Right to portability

You always have the right to have the data that we process or have processed and that relate to your person or can be traced back to it, have it performed by another party. You can make a request to that effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you copies or copies of all data about you that we have processed or that have been processed by other processors or third parties on our behalf to the e-mail address known to us. In all likelihood, we will no longer be able to continue the service in such a case, because the secure linking of data files can then no longer be guaranteed.

21. Right to object and other rights

In such cases, you have the right to object to the processing of your personal data by or on behalf of Lizenso. If you object, we will immediately stop the data processing pending the processing of your objection. If your objection is justified, we will make copies and/or copies of data that we process or have processed available to you and then permanently discontinue the processing. You also have the right not to be subject to automated individual decision-making or profiling. We do not process your data in such a way that this right applies. If you believe that this is the case, please contact our contact person for privacy matters.