

Privacy declaration NEXXT Journeys

Version: 1.1

NEXXT Journeys considers your privacy very important. Personal data is therefore carefully processed and secured by us. In doing so, we comply with the applicable privacy regulations. You can read how we do this in this privacy statement. We also inform you about your rights. We therefore recommend that you read this privacy statement carefully.

We have the right to revise this privacy statement from time to time. We therefore advise you to consult this privacy statement regularly to ensure that you have the latest version. When we make major changes to our privacy statement, we will inform you about this via our website. This privacy statement was last amended on 8 March 2021.

Do you have any questions? Please [contact us](#). We are happy to inform you!

To whom does this privacy statement apply? This privacy statement applies to users of <https://www.nexxtjourneys.com> and <https://app.nexxtjourneys.com>

Our contact details:

<https://www.nexxtjourneys.com>

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Complaint to the Dutch Data Protection Authority

Provision of personal data

- in connection with servicesWhen you enter into an agreement with us, we ask you to provide personal data. This data is used to perform the service(s). The data is stored on our own secure servers of NEXXT journeys or those of a third party. We will not combine this data with other personal data that we have at our disposal.
- for the purpose of communicationWhen you send us e-mail, messages, documents or images, we may retain them. Sometimes we ask you for your personal data that is relevant to the situation in question. This makes it possible to answer your questions and/or process your requests. We will not combine this data with other personal data that we have at our disposal. Under no circumstances will this data be shared with third parties without explicit consent.
- because of the use of our website and/or the NEXXT journeys PlatformOur website uses cookies (small text files that are placed on your device/computer) to help the website analyze how users use the website. The cookies used often contain analytical information regarding the visit.

The provision of your personal data to us is not based on a legal obligation. In other words, you are not legally obliged to share your personal data with us. However, when we conclude an agreement with you, we need certain personal data from you to carry it out. If you do not provide this personal data to us, we simply cannot conclude an agreement with you and perform services for you. To use our website, we may also require certain personal data from you. If you do not provide this information, we cannot guarantee that our website will work properly.

Processing purposes

We only process the personal data obtained for the following purposes:

- We use your name and address details, telephone number, e-mail address, Chamber of Commerce details, VAT number and IBAN data to correspond with you, send you quotations, invoices and other documents necessary for (execution of) the agreement.
- We use your name and address details to send you promotional gifts from time to time, or to invite you to certain events.
- For the performance of our services via our NEXXT journeys platform, we use user names, passwords, ftp data, hosting data, database data, IP addresses, location data and any other data provided by you, if provided by you.

- If you have completed an assessment form, we will process your name, email and other personal data resulting from the form for the purpose of improving our service.

Cookie policy

NEXXT journeys uses cookies on the website and via the application. Cookies are small text files that are stored on your computer when you visit this website or use the application. Data may be processed, for example about the proper functioning of our website, what you click on or what data you have left behind or downloaded. Unless explained below, in most cases we cannot personally trace you back. When using the website, these cookies are set by default. If desired, you can delete these cookies at any time. When using the application, these cookies are standard from Consult the manual in your browser. When you change your settings, certain features may no longer be available.

Google Analytics

To keep track of the statistics related to the use of our on our marketing website (not in the NEXXT journeys application), we use Google Analytics from the American company Google. Google places analytical cookies in your browser and presents the anonymised information to us, so that we can gain insight into how our visitors use the website. Google may provide this information to third parties if Google is legally obliged to do so, or insofar as third parties process the information on behalf of Google. That is why we have concluded a processing agreement with Google. As a result, Google may not use the information obtained for other Google services or purposes. We have also disabled the forwarding of IP addresses to Google via Google Analytics. More information about the Google Analytics privacy policy can be found [here](#).

Hotjar- en Visual Website Optimizer – cookies

To keep track of what you click on on our marketing website (not in next journeys application) and optimize the website experience, we use the Hotjar cookie and the Visual Website Optimizer cookie. Read in the Hotjar Privacy Statement (<https://www.hotjar.com/legal/policies/privacy/>) and the Visual Website Optimizer Privacy Statement (<https://vwo.com/privacy-policy/>) how we ensure that this data remains private.

Facebook(-Pixel), LinkedIn, Bing in Google Adwords

We use cookies from Facebook (-Pixel), LinkedIn, Bing (Microsoft) and Google Adwords as well as buttons (social plug-ins as part of social media) to promote or share pages and/or advertisements on the social networks Facebook and LinkedIn. These buttons are realized by a code provided by Facebook, Bing, LinkedIn and Google Adwords itself. As a result, cookies are placed on our marketing website (not in the NEXXT journeys application). This privacy

statement does not apply to these social networking websites. Please read the privacy statement of Facebook (<https://www.facebook.com/privacy/explanation>), LinkedIn (<https://www.linkedin.com/legal/privacy-policy>), Bing (<https://privacy.microsoft.com/nl-nl/privacystatement>) and Google (<https://policies.google.com/privacy/archive?hl=nl>) to see how they handle the processing of your personal data that they receive on the basis of this code. Do this regularly, because their privacy statement can be adjusted at any time.

Intercom messenger

We use intercom messenger cookie. With the help of these cookies you can communicate with us as a user of our website or NEXXT journeys platform and we can provide first-line support. Please read Intercom's cookie policy here (<https://www.intercom.com/legal/cookie-policy>) to see how they handle the processing of your personal data that they receive on the basis of this cookie. Do this regularly, because this cookie policy can be adjusted at any time.

Third parties

We do not sell your data to third parties. However, we may engage third parties who process certain personal data under our supervision and responsibility. These third parties are mainly located in the European Economic Area (EEA). A number of third parties may be located in countries outside the EEA such as the United States, where appropriate, no adequate level of protection for your personal data applies, as provided in the EEA. In order to protect your personal data and to comply with our legal obligation, we will only engage third parties as processors who offer sufficient guarantees with regard to the use of appropriate technical and organisational security measures. We will conclude a processing agreement with these third parties, providing sufficient protection with regard to your personal data. These third parties may not process the personal data in any way other than those ordered by us.

Parties with whom NEXXT Journeys concluded a processing agreement are:

- ActiveCampaign – CRM (www.activecampaign.com)
- MoneyBird – accounting (www.moneybird.nl)
- Stripe – payment service provider (www.stripe.com)
- GitLab – development environment (www.gitlab.com)
- Intercom – support (www.intercom.com)
- Saber – feedback-tool (www.saberfeedback.com)
- Zapier – interface between described tools (zapier.com)
- Slack – internal communication (www.slack.com)
- Calendly – planningstool (www.calendly.com)
- Google – Google calendar, Google drive, Google Mail,
- Google Analytics (www.google.com)
- Advertising on Facebook (www.facebook.com),
- LinkedIn (www.linkedin.com), Bing/Microsoft (www.bing.com), Google Adwords (www.google.com)

- Oxillion – hosting (www.oxillion.nl)
- Microsoft Azure – cloud hosting (azure.microsoft.com/)
- TypeForm – enquetetool (www.typeform.com)

Duration of storage

Your personal data will not be stored for longer than is necessary for the purposes for which they are processed. When we have concluded an agreement with you, the personal data will be stored for a maximum of 1 year after the agreement has ended, unless there is a legal obligation to keep your data longer than stated above. It may also be necessary to keep your personal data for a longer time in connection with procedures, complaints and/or disputes, in order to represent our interests in this.

Third-party websites

This privacy statement does not apply to third-party websites and services that are linked to our website by means of links. We cannot guarantee that these third parties will handle your data in a reliable and secure manner. We advise you to review the privacy statement of these third parties before using their website or their services.

Your rights: Possibility to ask questions

If you have any questions about our privacy statement, or questions about access and changes to (or deletion of) your personal data, you can contact us at any time by telephone, e-mail or post.

Right of access and correction

You always have the right to access the personal data we process about you. At your request, you will receive an overview of the personal data we have processed about you. In the event of inaccuracies in the personal data we process about you, you have the right to have them corrected. If you believe that the personal data are incomplete for the purpose for which they are processed, you can have them made in full by sending us a statement to do so.

Right to be forgotten

You have the right to have the personal data we process about you deleted by us. At your request, we will comply with this request as soon as possible.

Right to restrict the processing of personal data

Instead of deleting your personal data, you also have the right to request us to restrict the processing of your personal data. This means that we will not use the personal data during the period of restriction or only partially. You have this right to restriction if:

- You dispute the accuracy of the personal data we process and we are checking that accuracy;
- The processing of your personal data is unlawful, but you do not want the personal data to be deleted by us;
- We no longer need your personal data, but you do need them in the context of a legal claim;
- You have objected to the processing of your personal data by us and an investigation is being carried out into whether our interests in the processing outweigh your interests in the event of an objection.

If there is a restriction of processing, we will only process the personal data for which we have your consent or which personal data are necessary for a legal claim. Even if the processing is necessary for the rights of other persons or for other important reasons, we will not limit the processing. If the restriction is lifted, we will inform you accordingly.

Right to portability

You may wish to transfer your personal data that we process to another party. At your request, we will cooperate. In that case, you can choose to transfer the data to you or directly to that other party.

Right of objection

You have the right to object to the processing of your personal data by us. In the event of an objection, we will cease processing unless we have compelling legitimate grounds for continuing to process your personal data and those grounds outweigh your interests. Even in the context of a legal action, we may have a ground not to cease processing.

When we use your personal data for direct marketing purposes, such as offers by e-mail, you can object to this (opt-out). We will then stop using your personal data for these direct marketing purposes.

Withdraw consent to data processing

You have the right to withdraw your consent to the processing of your personal data by us at any time. At your request, we will stop processing your personal data. Please note: however, the withdrawal of the consent has no retroactive effect.

Automated decision-making

We do not use automated decision-making that has legal consequences for you or that significantly affects you in any other way.

Complaint to the Dutch Data Protection Authority

If you have a complaint about the way in which we process your personal data, you can of course contact us. We will try to work it out with you.

However, you also have the right to lodge a complaint with the Dutch Data Protection Authority. On the website of the Dutch Data Protection Authority (<https://autoriteitpersoonsgegevens.nl/nl>) you can read how to do this.