

Privacy policy

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RoutingLab B.V. ("RoutingLab", "we", "us") is responsible for the processing of your personal data as shown in this privacy policy.

Contact information

RoutingLab B.V.
Polderweg 178
1093 KP Amsterdam
info@routinglab.tech

Personal data we process

RoutingLab processes your personal data when you use of our services. Below is an overview of the personal data we process:

1. Your full name
2. Email address
3. Company information
4. Other personal data that you provide (for example, when creating an account or contacting us by email)

RoutingLab processes your personal data for the following purposes:

- To create a user account
- To make use of our software services
- To handle your payments
- To inform you about changes to our services and products

If you are located in the European Economic Area (EEA), our legal basis for collecting and using the personal data described in this Privacy Policy depends on the type of data we collect and the context in which we collect it. RoutingLab may process your personal data on the following grounds:

- Performance of a contract: the processing is necessary to provide our services or fulfill an agreement with you
- Consent: you have given us permission to do so
- Legitimate interests: the processing is necessary for our legitimate business interests and does not override your data protection rights
- Legal obligations: the processing is required to comply with applicable laws and regulations

Some data is necessary for us to provide our services or to comply with legal obligations. For example:

- Account information (name, email address) — required to create and manage your account
- Payment information — required to process transactions

If you choose not to provide mandatory data, RoutingLab is unable to:

- Create your account
- Provide access to our software services
- Process payments
- Offer customer support

We collect personal data directly from you when you register or contact us. We do not obtain personal data from third-party sources.

Data retention period

RoutingLab retains personal data only for as long as necessary to achieve the purposes for which the data was collected, or to comply with legal obligations. In general, we apply the following retention criteria:

- **Account information:** stored as long as the account is active and deleted within 12 months after inactivity.
- **Email and communication data:** retained for up to 12 months after responding, unless needed for legitimate business reasons.

Automated decision-making

RoutingLab does not make decisions based on automated processing that could have significant consequences for individuals. All decisions involve human review.

Sharing personal data with third parties

RoutingLab only shares your personal data with third parties when this is necessary for the performance of the agreement and to comply with any legal obligations. With companies that process your data on our behalf, such as payment processors, we enter into a data processing agreement to ensure the same level of security and confidentiality of your data. RoutingLab remains responsible for these processing activities.

International data transfers

RoutingLab processes all personal data primarily within the European Economic Area (EEA). We do not transfer your personal data outside the EEA unless you have requested, or given explicit consent for, such a transfer.

How we secure personal data

RoutingLab takes the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized alteration. If you believe that your data is not properly secured or if there are indications of misuse, please contact us at info@routinglab.tech.

Cookies policy

RoutingLab uses only technical and functional cookies. A cookie is a small text file that is stored on your computer, tablet, or smartphone during your first visit to this website.

The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and, for example, remember your preference settings. They also allow us to optimize our website.

You can opt out of cookies by configuring your internet browser to stop storing cookies. In addition, you can delete any information previously stored via your browser settings.

Viewing, modifying, or deleting data

You have the right to view, correct, or delete your personal data. You also have the right to withdraw any consent for data processing or to object to the processing of your personal data by RoutingLab, and you have the right to data portability. This means that you can submit a request for us to send the personal data we hold about you, in a computer file, to you or to another organization named by you.

You can send a request for access, correction, deletion, data transfer of your personal data, or a request to withdraw your consent or object to the processing of your personal data to info@routinglab.tech.

To ensure that the request for access was made by you, we ask you to send a copy of your identity document along with the request. In this copy, please black out your photo, MRZ (machine readable zone—the strip of numbers at the bottom of the passport), passport number, and Citizen Service Number (BSN). This is to protect your privacy. We will respond to your request as soon as possible, at the latest within four weeks.

RoutingLab would also like to point out that you have the possibility to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). You can do so via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.