

Privacy Statement Packback

Version: August 18, 2022

PackBack Network B.V.
Schiekade 189 unit 1.04
3013 BR Rotterdam

When using our Application, your personal data is processed. By means of this Privacy Statement PackBack informs you about the way we process your personal data. It explains why we process your personal data, how we do this and what rights you have in this respect. At the bottom of this Privacy Statement you will find our [contact details](#).

PackBack is convinced that the protection of your personal data and respect for your privacy are of great importance. Personal data is treated with the greatest possible care. We consider it important that personal data is processed in a way that is consistent with the existing guarantees for the protection of privacy. In this we follow the legal rules for the protection of personal data, namely the General Data Protection Regulation (GDPR) and related applicable laws and regulations as well as this Privacy Statement.

1. Definition

"**App User**" anyone who visits our Application.

"**Application**" the Progressive MobileApp (PMA) from PackBack, which can be used to make use of the Service.

"**Service**" the digital infrastructure within which reusable packaging is circulated and tracked.

"**Vendor**" any individual employed by one of PackBack's affiliated hospitality companies.

"**PackBack**" the private company PackBack Network B.V., located at Schiekade 189, unit 1.04, 3013 BR Rotterdam, registered in the trade register of the Chamber of Commerce under number 84383860.

2. What personal data does PackBack process?

Personal data is information that directly or indirectly identifies you, such as your name, address, e-mail address, IP address, payment details, telephone number, etc. We process the following categories of personal data in particular:

App user	<ul style="list-style-type: none">● Contact information (name, address, phone number and email address).● International Bank Account Number (IBAN).● Information on use of Application, including information related to frequency of orders, number of packages used and return time.● Location data.● Other personal data that you leave in a message to us.
----------	--

No special categories of personal data such as your Citizen Service Number (BSN) or medical data will be processed. You should also not provide this information to PackBack. If you do provide any kind of this information (accidentally), this personal data will be deleted as soon as possible after receipt.

PackBack does not use automated decision making.

You can only sign up for our Service if you are over the age of 16. PackBack is not liable for the consequences of processing personal data of persons under the age of 16 without the consent of their parent(s) or guardian(s). If we learn that we have collected personal data from persons under the age of 16 without the consent of their parent(s) or guardian(s), we will take steps to delete that data from our servers. If you suspect that your child has provided us with personal information without your permission, please email info@packback.network

PackBack does not keep your personal data longer than necessary to perform the Service. In principle, this means that PackBack will keep the data as long as you maintain an account with PackBack. If you delete your account, we will also delete your personal data.

3. How does PackBack obtain this personal data?

PackBack can receive your personal data in different ways. Firstly, this is the case if you have provided the data to PackBack yourself (in particular via the Application). You are of course not obliged to provide this data. If you do not provide PackBack with this data, then of course we will not process this personal data.

Without these personal data, we cannot (among other things) properly provide the Service, provide a properly functioning Application, communicate with you or inform you about our Services. The purposes of these processing operations are described in more detail below.

4. On what basis and for what purposes does PackBack process your personal data?

4.1 Processing of your data when you use our App as an App User . When you use our Application, without registering, we process the personal data mentioned above for the following purposes:

- Making our Application available;
- Ensuring the operation and security of our Application;
- Performing analyses on the use of our Application;
- Customizing our Application to meet your needs.

Based on our legitimate interest, we may process your personal data for these purposes. Our legitimate interest to have the Application function optimally in that case outweighs your privacy interest.

Information about cookies

The Application does not use cookies.

External links

The Application may contain links to websites that are not PackBack's. We are not responsible for the practices of other websites linked to our Application. Our Privacy Statement does not apply when you use a link to go from our Application to a third-party website. Your conduct on a third-party website, including the parties that have a link in our Application, is subject to their own rules and policies. We are not responsible for the privacy policies or content of these third-party websites. We encourage you to familiarize yourself with the privacy statements on these websites.

4.2 Processing of your data when, as an App User, you visit our Application or register through our Application.

When you use our Application as an App User or you register through our Application, we process your personal data for the following purposes:

- Making our Application Available;
- Facilitating the Service;
- Ensuring the operation and security of our Application;
- Performing analyses on the use of our Application;
- Customizing our Application to meet your needs;
- Information provision in the Application;
- Establishing the identity of the App User;
- Showing collection points related to the Service that are in your area;
- Charging a deposit, if applicable, for failure or delay in returning the packaging.

Based on the performance of the contract that you as an App User enter into with PackBack, we may process your personal data for these purposes. As a PackBack client, we may approach you to send newsletters and inform you about our products, Service and offers, as far as this is related to the Service. If you no longer wish to receive PackBack news, you will find an unsubscribe option in every e-mail or you can unsubscribe free of charge by sending an unsubscribe request to info@packback.network.

The provision of your contact data and IBAN is necessary for the use of the Service. You can leave the other fields on the Application empty as these data are not necessary for the implementation of the aforementioned purposes. If you wish to provide more data than necessary, you do so on the basis of permission (which you can always withdraw later by sending a message to the aforementioned e-mail address).

Withdrawing your consent and opting out of any newsletters

Withdrawal of your consent is effective for the future and does not affect the lawfulness of processing based on consent prior to withdrawal. If you have withdrawn your consent or have unsubscribed from our newsletters, we will delete your personal data from our systems within four (4) weeks, unless we are required to retain your personal data for a longer period by law or if longer retention is necessary

for the conduct of our business or the completion of the contract.

4.3 Processing of your data when you as a hospitality entrepreneur visit our Application.

When you as a hospitality entrepreneur visit our Application, we process your personal data for the following purposes:

- Making our Application Available;
- Facilitating the Service;
- Ensuring the operation and security of our Application;
- Performing analyses on the use of our Application;
- Customizing our Application to meet your needs;
- Information provision in the Application;
- Establishing profiles;
- Tracking of packaging, to measure how much packaging is in the restaurant of the Hospitality Entrepreneur and how much packaging is circulating.

Based on the execution of the agreement that you as a hospitality entrepreneur enter into with PackBack, we may process your personal data for these purposes.

5. Access to and security of your personal data and disclosure of your personal data to third parties

Only PackBack employees who need access to your personal data in order to perform their work for the Service have direct access to your personal data in PackBack's systems.

Security of your personal data

PackBack treats your personal data with the utmost care and ensures appropriate organizational and technical security measures to protect personal data against unauthorized access or modification, disclosure or destruction. In doing so, we comply with the applicable security standards. The information exchanged, collected and analyzed through our Application is encrypted with a certificate. This is indicated in the App Store or in the Google Play store.

If, despite the security measures, there is a security incident that is likely to have adverse effects on your privacy, we will inform you of the incident as soon as possible. We will also inform you about the measures we have taken to limit the consequences and to prevent repetition in the future.

Provision to third parties

Within the Service offered by PackBack, various actors are active, including, for example - but not limited to - the hospitality entrepreneur.

PackBack may share your personal data, including your name and address, your e-mail address, and data related to your order or use of the Service with these third parties. PackBack will only share your personal data with third parties if this is necessary for the implementation of the Service, for analytical or market purposes or to comply with legal obligations.

If PackBack works with third parties, PackBack is required to enter into a processor's agreement or controller's agreement with these third parties. In this agreement PackBack agrees with these third parties that they will process your personal data only in accordance with this Privacy Statement.

Durafest B.V.

If you have given your permission, PackBack will share your e-mail address with Durafest B.V., with registered office and place of business in 9200 Dendermonde at the Kwintijnpoort 106, Belgium. Durafest B.V. will only use your email address for sending newsletters. Packback has entered into a processing agreement with DuraFest B.V. to this end.

You can withdraw your consent at any time, whether at the bottom of the emails, in the PackBack app, or by sending an email to PackBack or Durafest B.V.

Disclosure outside the EEA

In principle, we do not share your personal data outside the European Economic Area (EEA), except with the following parties and for the following purposes:

- Auth0 Inc., Bellevue, Washington, USA (for administration of the Service);
- Stripe, USA and Ireland (payment provider);
- FireBase, San Francisco, California, USA (sending notifications);
- Google Analytics, San Francisco, California, USA (to guarantee the functioning of Service);
- Spryng, Netherlands (SMS provider).

If we transfer your personal data outside the EEA, we will do so only under the conditions set by privacy legislation. However, with respect to some non-European service providers we engage, data processing outside the European Economic Area cannot be excluded. We ensure that such service providers always provide an adequate level of data protection.

6. Your rights in relation to the processing of personal data

You have the following rights with regard to the processing of your personal data:

- You may request **information and access to** the personal data we process about you. This means that you can request what personal data has been recorded about you and for what purposes that personal data is used.
- You can object to the processing of your personal data, for example, if you believe that the use of your personal data is not necessary for the performance of our activities or to comply with a legal obligation.
- You can request us to amend/correct your personal data and/or restrict the processing of your personal data;

- You can also ask us to remove your personal data from our systems.
- You can also ask us to arrange for your personal data to be transferred to another party.

Requests and other communications regarding the exercise of the aforementioned rights may be made in writing using the contact information below. You can make the aforementioned requests or raise the aforementioned objection by sending us a letter or an e-mail (info@packback.network). Please make sure that your request or objection includes a motivation, your name and e-mail address. We may ask you to further identify yourself.

You will receive a response, in principle within four weeks of receipt of your request. We will comply with your request unless we have a compelling legitimate interest or legal obligation not to delete the personal data, which outweighs your privacy interest, or if complying with your request is not otherwise required by law. If we have deleted the personal data, for technical reasons, we may not be able to immediately remove all copies of the personal data from our systems and backup systems. If a request to correct, supplement or delete personal data has been complied with, we will also notify third parties to whom this personal data has been provided of the changes made.

In addition, we should inform you that you are always free to file a complaint with the relevant privacy regulator. That is the Dutch Personal Data Authority, accessible at www.autoriteitpersoonsgegevens.nl.

7. Contact details

If you wish to exercise your rights or have questions that have not been answered in this Privacy Statement, if you have suggestions or comments on its content, or complaints about the way we have handled your personal data, please contact in writing:

By email: info@packback.network

By post: Schiekade 189 unit 1.04, 3013 BR Rotterdam

By phone: +31 6 52 61 77 84

8. Amendment of Privacy Statement

We may modify or update this Privacy Statement from time to time. Amendments to this Privacy Statement will become effective upon publication in our Application. We therefore recommend that you consult this Privacy Statement regularly so that you are aware of any changes to it. If these changes are of significant interest to you, we will always inform you (for example, by e-mail).