

Privacy Statement Markeys – International



Markeys, located in Enschede, is responsible for the processing of personal data as described in this privacy statement.

Contact information

Website: www.markeys.nl
Address: Voortsweg 131
Postal code: 7523CD
City: Enschede
Phone: (+31)53-4348050

Personal data we process

Markeys processes your personal data because you use our services and/or because you provide this data to us. Below an overview of the personal data we process is shown:

- First and last name
- Address details
- Phone number
- Email address
- Bank account number
- VAT number

Special and/or sensitive personal data we process

Our website and services are not intended to collect data about individuals under the age of 16 unless they have parental or guardian consent. However, we cannot verify if a visitor is older than 16. We recommend that parents monitor their children's online activities to prevent data from being collected without parental consent. If you are under the impression we have collected personal information about a minor without consent, please contact us at info@markeys.nl. In such cases, we will delete the information.

Purpose and legal basis for processing personal data

Markeys processes your personal data for the following purposes:

- Handling your payment.
- Providing our services.
- Sending correspondence.
- Contacting you when necessary to perform our services.
- Informing you about changes to our services and products.

Markeys processes personal data when legally required. This data is collected based on mutual consent. The processing is necessary to perform a contract to which the data subject is a party or to take steps at the request of the data subject before entering into a contract. Providing personal data is not mandatory, but refusal may affect our ability to serve you optimally. Recipients of personal data may include national or international trademark offices for brand registration purposes. To correctly register your intellectual property rights, certain (business) personal data must be provided.

Automated decision-making

Markeys does not make decisions based on automated processing that could have significant consequences for individuals. These are decisions made entirely by computer programs or systems without human intervention (such as an employee of Markeys).

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Storage of personal data

Markeys uses the following computer programs and systems:

- **Microsoft Outlook:** A secure mailbox for storing and sending email correspondence.
- **Patrix:** A secure IP management database for customer management and administration.
- **Exact:** A secure system for financial administration.

All our data is protected by strong passwords (with two-factor authentication where possible) across our Wi-Fi connections, computer programs, and other systems.

How long we retain personal data

Markeys does not store your personal data for a period longer than necessary to achieve the purposes for which your data is collected. We apply the following retention periods:

- Invoices are retained for at least seven years in accordance with tax retention obligations.
- Personal data actively provided, such as through emails, correspondence, phone calls, or during an introductory meeting, will be retained as long as Markeys is active and these data are needed to perform our activities and agreements.

Sharing personal data with third parties / outside the EU / internationally

Markeys will not share or disclose personal data (such as address, phone number, email, etc.) to third parties unless otherwise agreed upon and explicitly necessary for the execution of the contract, for example, in the case of registration in an international (public) register. Markeys may transfer personal data to a country outside the European Union if necessary. For example, if the data must be processed in an international (public) register. This processing is carried out by Markeys based on the execution of the contract and, where applicable, based on an adequacy decision. This decision determines that the protection level in a certain country is equivalent to that of the European Union, allowing personal data to be transferred to that country.

Cookies or similar technologies we use

Markeys only uses functional and analytical cookies that do not infringe on your privacy. 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 user experience. They ensure that the website works correctly and remember your preferred settings. They also help us optimize our website. You can opt out of cookies by configuring your internet browser not to store cookies. Additionally, you can delete previously stored information through your browser settings.

Accessing, modifying, or deleting your data

You are entitled to access, correct, or delete your personal data. You also are entitled to withdraw your consent for data processing or object to the processing of your personal data by Markeys. This means you can request that we send the personal data we hold to you or another organization of your choice. To verify that the request for access is made by you, we may ask you to send a copy of your ID to protect your privacy. Markeys also informs you of your right to file a complaint with the national supervisory authority, the Dutch Data Protection Authority.

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How we secure personal data

Markeys takes the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification. If you suspect that your data is not properly secured or there are signs of misuse, please contact us by phone at (+31)53-4348050 or via email at info@markeys.nl.

Enschede, The Netherlands, 24th of May 2024.