

Robbert.Legal Privacy and Cookie Policy

Last Update: May 2020

Introduction

This Privacy Policy (“Policy” or “Policies”) describes Robbert.Legal’s data protection policies and (best) practices regarding the collection, storage and use of all of your (personal) data. We fully comply with the new EU Data Protection Regulation (2016/679), and the California Consumer Privacy Act.

We recognize that your privacy is our responsibility. From time to time we update these Policies. Because of the law changes constantly we continuously adopt new privacy and data protection practices.

If you have any questions about our data protection policies, please email us at info@robbert.legal. We are happy to discuss it with you and answer all your questions.

Applicability

When visiting this website, submitting our contact form and communicating with us, this Privacy and Cookie Policy applies directly, and shall override any other terms and agreements made between Robbert.Legal and you. We reserve the right to change these policies from time to time and without prior notice to you. It is recommended you check our latest policies on our website regularly.

Types and Use of Data

We may collect all information that you send to us by our contact form or by email. This information contains full names, e-mail address and the city and street you live in. If you leave sensitive personal information regarding your case or legal situation, this information is subject to the highest standards of data protection.

Purposes

- a. To provide our services to you, reading and analyzing your information you left with us, and
- b. To communicate with you through telephone and email;
- c. To provide you with information relating to our services;
- d. To provide customer support, and detect and prevent technical issues;
- e. To monitor the way you use our service;
- f. To detect, prevent and combat fraud or any other illegal or unauthorized activities in relation to our services;
- g. To analyze and improve our website and services;
- h. To enforce our legal rights; we may also share (personal) data when this would waive our liability in a future conflict or lawsuit, or when necessary to protect our legitimate rights, or those rights of our users, employees, agents, service providers and any other third-party.

Usage Data and Device Data

When visiting our website or using our services, we may collect and process personal data that you provide to us. This includes any information you choose to share with us by contacting us or sending us an e-mail with specific information about you. We may also collect information related to your device, such as your IP Address and the website you browsed from

to our website. In addition, we may collect some usage data and technical information from visitors that is solely used for the improvement of our website, and troubleshooting.

Security of your information

To help protect your (personal) data and any other personally identifiable data you transmit through the use of our website, we maintain certain technical procedures to keep them safe. Access to your personal data is restricted. In addition, any employee or third party contractor is made aware of the importance of the protection of personal data.

Legitimate Basis Data Collection

We will only collect and process (personal) data when there is a legitimate basis:

- a. Users have given us their consent;
- b. The performance of a contractual agreement or pre-contractual obligation with you;
- c. In order to adhere to a legal obligation to which we are subject;
- d. When the handling of (personal) data is carried out in the public interest;
- e. When the handling of (personal) data is necessary for our legitimate interests or those of third-parties.

Your Rights

You can always choose not to disclose certain personal information about you to us. In addition you have the following rights:

- a. Withdraw your consent where you have previously given your consent to the processing of your personal data;
- b. Object to the processing of your data if it is carried out on a legal basis other than consent;
- c. Verify the accuracy of your data and ask for it to be updated or corrected;

- d. Restrict the processing of your data, in which case we will not process it for any other purpose than storing it;
- e. Demand the full deletion of your data from us;
- f. Receive your data in a machine-readable format and, if technically feasible, have it transmitted to another controller;
- g. Bring a claim before their competent Data Protection Authority (DPA).

Data Processor and Retention of Data

The retention period of all information and (personal) data sent to us is four (4) years. The retention period for usage and device data is set on three (3) months. The only 3rd party data controller we make use of is Google Analytics. Please review their respective privacy policies to learn about their retention period, and how they generally handle your data: <https://policies.google.com/privacy?hl=en-US>

Cookies

We may use certain information to improve our website and to analyze the use of it for technical and marketing purposes. Cookies are small files stored on your device that may store your personal preferences on websites or to save login data. Cookies do not contain personal data. We make use of Analytics Cookies that store certain information about your behavior on our website. We also may collect Content Cookies that perform certain tests in order to ensure and improve the experience on our website. None of the cookies we collect store personal information, or data that could lead to your personal identification. You can set your web browser in a way to control, accept or reject cookies. If you do so, you may use our website, but some functions are restricted.