

## **Privacy and cookie statement | Coin Meester B.V.**

**This privacy and cookie statement was last amended on November 15, 2021.**

Coin Meester B.V. (**Bitcoin Meester**) provides services and websites that collect and process personal data. Cookies are also placed on the website [www.bitcoinmeester.nl](http://www.bitcoinmeester.nl) and on other websites associated with the services. We respect your privacy and the personal data we collect from you is treated confidentially. We will therefore only process your personal data in accordance with privacy legislation.

### **1. Purposes of processing**

We process your personal data for the following purposes:

- providing access to our websites and/or our services and using them;
- executing agreements with regard to our services;
- verification of your identity;
- contacting you if requested;
- obtaining insight into the use of our websites and service, and to evaluate and improve them;
- compliance with our legal obligations, such as, for example, the Money Laundering and Terrorist Financing Prevention Act (*Wwft*) and the Sanctions Act 1977 (*Sw*).

We will not process your personal data for purposes other than those mentioned above, unless: you have given permission in advance, the processing is necessary for the execution of the agreement that we have entered into with you, or if the processing is allowed or mandatory by law.

### **2. Types of personal data we process**

We process the following data for the purposes stated in this privacy and cookie statement:

- name (first name, prefix and last name);
- address data;
- payment and transaction details;
- virtual currency wallet addresses;
- IBAN numbers;
- e-mail address;
- identity documents (copies of);
- login details (username and password);
- phone number;
- IP addresses;
- cookie IDs;
- technical data (insofar as this data can be traced back to you).

### **3. Retention periods**

We do not store your data for longer than is necessary to achieve the purposes stated in this privacy and cookie statement. Payment details, such as a bank account number, are retained for ten years as part of the administrative retention obligation. Data collected for the mandatory customer due diligence as referred to in the *Wwft* will be kept for five years after your relationship with us has ended. Information

that is relevant in the context of a notification under the Sw will be kept for five years after the sanction on which the notification was based has been lifted.

#### *Unused accounts*

If you create an account for our service, the data that you upload as part of the registering process will remain available for two weeks, awaiting your first actual use of your account. If you don't actually use your account within those two weeks, the account will be deleted. Your personal data will also be deleted, except for the data that we are obliged to retain in connection with the Wwft and/or the Sw. These are: your name, address and date of birth, the date and place of issue and the document number of the ID you uploaded when creating the account.

#### **4. Sharing personal data with third parties**

We do not share your data with third parties without your prior consent, unless: sharing personal data is necessary in the course of our execution of the agreement, if we transfer our obligations or the entire agreement to a third party or otherwise outsource (part of) the execution of the agreement, or if providing your data to a third party is mandatory or allowed on the basis of the law. In case of suspected fraud or misuse of our websites or services, we may hand over personal data to the competent authorities.

#### **5. Security**

We take appropriate security measures to prevent misuse and unauthorized access to your personal data. We have organizational and technical measures in place to ensure that access to your personal data is limited to members of our staff on a 'need to access'-basis, that access to the data is protected by means of a username and password and that our security measures are checked regularly. In addition, we use encryption for the secure transfer of your data and communication.

#### **6. Cookies**

Our website uses cookies, meaning that when you visit our website or app, a small text file is sent and stored to your computer, tablet and/or mobile. Cookies are used to enable functionalities of the website or app and to protect the website and app against attacks (technical or functional cookies). Cookies can also be placed via third parties engaged by us.

#### *Technical or functional cookies*

Some cookies ensure that certain parts of the website and/or app work properly and that your user preferences remain known. For example, cookies may be used to render fonts properly or to remember your usage session on the web server, so that you can view and use the website and/or app.

#### *Deleting cookies*

Many cookies have an expiration date. If an expiration date is set, the cookie is automatically deleted when the expiration date arrives. You can also choose to manually delete cookies before the expiration date has passed. Consult the manual of your browser to find out how.

## **7. Third Party Websites**

This privacy and cookie statement only applies to the websites and services of Coin Meester B.V. It does not extend to websites or services from third parties that are (in one way or another) connected to our app and/or website by means of hyperlinks. We cannot guarantee that third parties will handle your personal data in a reliable or secure manner. We recommend that you read the privacy and cookie statement of such third party websites or services before using them.

## **8. Changes to this privacy and cookie statement**

We reserve the right to make changes to this privacy and cookie statement at any time. Changes will be published on this website and in our app. It is recommended that you regularly consult our privacy and cookie statement, so that you remain aware of the most current version of the statement. If we make changes to our privacy statement, we will do our best to actively inform our individual users through the most appropriate channel available to us, as well.

## **9. Your legal rights**

If you have provided us with any of your personal data, you can send us a request to review, change, move or delete this data. You can submit such a request by sending an e-mail to: [helpdesk@bitcoinmeester.nl](mailto:helpdesk@bitcoinmeester.nl), or by contacting us by telephone on +31 85 0076 000.

To prevent abuse, we may ask you to identify yourself adequately before handling a request with regard to your personal data. When it comes to accessing personal data linked to a cookie, you must enclose a copy of the cookie in question. You can find this in the settings of your browser.

We would also like to point out that you have a number of legal rights. You have the right to:

- receive an explanation from us about which personal data we process about you and how we do that;
- gain access to (i.e. receive an overview of) the personal data we hold about you;
- have any incorrect information about your person corrected;
- have (outdated) personal data removed;
- withdraw your consent for certain processing operations; and
- object to a certain use of your personal data.

In some cases, our possibility to grant access to personal data, or to change/correct or remove it, can be limited by law. Please refer to the paragraph about retention periods for further explanation of the cases in which we must hold on to personal data as stored. The Wwft prevents us from answering questions about reports of unusual transactions to FIU.

## **10. Personal Data Authority (*Autoriteit Persoonsgegevens*)**

If you have any complaints about the processing of your personal data, we will of course be happy to hear from you and to try to resolve the issue. The GDPR also grants you the right to file a complaint with the Dutch Data Protection Authority. You can contact the Dutch Data Protection Authority for this.

## **11. Contact details**

If you have any questions and/or comments after reading our privacy and cookie statement, please contact us via the contact details below.

Company: Coin Meester B.V.

Chamber of Commerce: 68955820

Address: Thailandlaan 6

1432 DJ Aalsmeer

Email: [helpdesk@bitcoinmeester.nl](mailto:helpdesk@bitcoinmeester.nl)

Phone no.: 085 0076 000