

Privacy statement

Which personal data we process, what for, for how long and with whom we share it.

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Privacy statement

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Who are we and what do we offer?

We are GoDutch B.V. (GoDutch, we one/of We). GoDutch is active in facilitating current accounts, debit cards and other financial products to companies, entrepreneurs and consumers (Payment services). For more information please visit our Website consult: www.GoDutch.nl. The Payment Services and associated Website are collectively referred to as the Services.

Personal data and legislation

This Privacy Statement talks about Personal data. The term Personal Data refers to all information with which a person can be directly or indirectly identified. Under the General Data Protection Regulation (GDPR) and other relevant laws and regulations in the field of the protection of Personal Data, we are the Controller. If you have any questions about the processing of your Personal Data that are not answered in this Privacy Statement, you can contact us via the contact details at the bottom of this Privacy Statement.

Which Personal Data do we process as Controller?

As controller, we process your personal data for various reasons. We process your personal data because we offer our Payment Services to you (you are then our User) or when you visit our Website, subscribe to our newsletter or come into contact with us in any other way (general context).

Users:

Personal data

Purposes:

Legal ground:

Account

We use this Personal Data to:

register your account;

to give you access to our Payment Services; and

contact you about the Payment Services, including sending notifications to ensure that your account remains secure (such as: sending notifications about suspicious use of your account).

We may process this Personal Data because we have a legitimate interest to perform the agreement with the organization you represent as best as possible (such as: registering your account and giving access to our Payment Services and contacting us to keep your account secure).

If you are a consumer, we may process this Personal Data because this is necessary for the performance of the agreement with you (namely: providing our Payment Services).

Authentication details:

information on your ID: including your full name, date of birth, nationality, place of birth, place and date of issuance of the document, expiry date of the document, document type, document number, signature and photo;

face and fingerprint verification: a number of photos of your face, biometric fingerprint and a verification check whether you are a living person; and

additional information: type of ID, second nationality (if applicable), residential address, country of birth, occupation, expected assets, source of income and location details.

We use this Personal Data to:

verify your identity;

to provide access to our Payment Services; and

protect our Payment Services against illegal and unethical financial transactions.

We may process this Personal Data because we have a legitimate interest to verify whether you as a consumer or your organization may have access to our Payment Services.

We process the Personal Data for facial and fingerprint verification on the basis of your explicit consent.

Financial information:

(company) name, email address, bank account number.

charity preference (only if you choose to donate the funds received to a good cause)

Please note: these are only Personal Data if this information can be traced back to a natural person.

We use this Personal Data to:

transfer funds to you or a designated charity as part of our Payment Services; and
to include in our administration for the Tax Authorities.

We may process this Personal Data because we have a legitimate interest to execute the agreement with the organization you represent as best as possible (such as: fulfilling our financial obligations and keeping them in our administration).

If you are a consumer, we may process this Personal Data because this is necessary for the performance of the agreement with you (namely: paying out funds to you as part of our Payment Services).

Next to that, we are legally obliged to process (part of) the Personal Data for the Tax Authorities.

If you request a Payment Service or perform transactions via our Payment Services:

bank details: details about accounts, balances and payment cards used via our Payment Services; and
transaction data, such as amount, date, times, characteristics and recipients (IBAN, name of the account).

Please note: these are only Personal Data if this information can be traced back to a natural person.

We use this Personal Data to:

to register and facilitate your purchased payment service and transaction data.

We may process this Personal Data because we have a legitimate interest to perform the agreement with the organization you represent as best as possible (including: facilitating our Payment Services).

If you are a consumer, we may process this Personal Data because this is necessary for the performance of the agreement with you (namely: providing our Payment Services).

We do not receive the following Personal Data from you, but from other parties. This is for the purpose of completing your registration details and providing our Payment Services. See below which Personal Data is obtained from which parties as soon as you create an account:

Your bank: bank details and transaction details (see above).

Chamber of Commerce: public company information that you have provided to the Chamber of Commerce

General context:

Personal data:

Purposes:

Legal ground:

When you visit our Website:

Device type, browser type, session date and duration, IP address.

We collect this Personal Data through cookies or similar techniques. See our Cookie Statement for which cookies we use.

We use this Personal Data to:

communicate in the same language as the browser;
adapt our Website to the device used;
enable you to use our Website; and
improve the usability of our Website.

We may process this Personal Data because we have a legitimate interest to ensure that our Website functions properly.

In addition, we may process this Personal Data on the basis of your consent to improve our Website.

When you visit our social media page:

information from visitors who leave a comment or otherwise post something on our social media page.

We use this Personal Data to:

to be able to get in touch with visitors who leave something behind; and
to use the feedback on our social media pages.

We may process this Personal Data because we have a legitimate interest to improve our Services and our visitors have made this information public themselves.

Our social media pages are also managed by the social medium itself. View their privacy statement to see how they process your Personal Data when you visit our pages:

LinkedIn: [Privacy Notice](#)

Instagram: [Privacy Notice](#)

X: [Privacy Notice](#)

When you contact us:

your name, contact details, and the content of the communication.

We use this Personal Data to:

to handle your question or complaint;

to offer you support; and

improve our Services.

We may process this Personal Data because we have a legitimate interest to improve our Services based on your questions and/or feedback.

When you sign up for our newsletter:

email address, first name and company type.

We use this Personal Data to:

our newsletters

to steer.

We may process this Personal Data because you gave us your consent to receive our newsletter.

We also have a legitimate interest to send information about similar services to our existing users (being: users who already pay for our Services). In this situation we will offer you an opt-out possibility.

Every newsletter gives you the option to unsubscribe.

Legally required information

When you use our Payment Services, you may be legally or contractually required to provide us with certain Personal Data. If you do not provide us with such information, this usually means that we cannot provide the Payment Services or perform part of our agreement with your organization.

How long do we keep the Personal Data?

We will not process or store Personal Data that we do not need. We keep Personal Data for as long as we need it for the above purposes, unless we are legally obliged to keep the Personal Data for longer. In this context we use the following retention periods:

Account information and transaction or payment service data | We store this Personal Data for as long as your account is active and for a maximum of 2 years after the account was last used. If you request to delete your account, we will retain your Personal Data until this request is fulfilled.

Authentication details | We store this Personal Data until the verification procedure is completed.

Newsletters | We store this Personal Data until you unsubscribe from our newsletter.

Personal data in our correspondence | We store this Personal Data for as long as necessary to process your message/question/complaint and then for a period of 5 years.

Personal data in our administration for the Tax Authorities | This data will be kept for seven (7) years, unless we are legally obliged to keep the data for longer.

Other information | We only store other information if this is necessary for the described purposes, after which this data will be deleted.

We process the above-mentioned Personal Data for longer if we have a reasonable suspicion that this is necessary to detect and prevent address fraud and other illegal activities.

After the above retention period(s) has expired, we may process and retain certain Personal Data to comply with legal retention obligations and/or for fraud/abuse investigations, in the context of investigations into possible violations of our terms or policies, or otherwise to prevent damage.

Do we share your Personal Data with others?

Processors

For the provision of our Services, we use parties that process Personal Data on our behalf (Processors). For example, we deploy the following Processors:

Hosting and other IT service providers (such as Amazon Web Services, Google Cloud); and E-mail and support services.

These Processors may only process Personal Data if we have provided instructions to do so and not for other purposes. We have concluded a processor agreement with all of our Processors to this end.

External data controllers

In addition, we may share Personal Data with parties that can or must process the data for their own purposes. These are:

Our banking service provider Swan (see [here](#) their Privacy Notice), with whom our Users conclude a separate agreement;

The Tax Authorities;

Advertising and analytics platforms, such as Google, Meta, Microsoft, LinkedIn and Reddit (see [here](#) what Google does with this data). They receive this Personal Data as an independent Data Controller and may use it to personalise advertising; the cookies we place for this purpose are listed in our Cookie Declaration;

Payment service providers, such as Stripe (see [here](#) their Privacy Notice); and Police, Justice, authorities or investigative authorities.

Please note: we only do the latter if we are legally obliged to do so.

These parties act themselves as Data Controller for the Personal Data they receive from us and further process.

Apart from the above, we will not share your Personal Data with third parties – unless we are legally obliged to do so.

Transfer of Personal Data outside the European Union

We may transfer Personal Data to parties outside the European Union, if one of our Processors or Controllers is located outside the European Union. The Personal Data will only be transferred to countries and/or parties that provide an adequate level of data protection, in accordance with European standards. You can contact us if you would like more information, or if you would like to receive a copy of the measures we are taking in this context.

Third party websites

When using our Services, you may find (hyper)links that refer to the websites, products and services of partners, suppliers, advertisers, sponsors, licensors or other third parties. We do not control the content or links that appear on these websites and we are not responsible for the practices employed by websites linked to or from our Website. In addition, these websites, products and services, including their content and links, may be constantly changing. These websites, products and services may have their own privacy statements, terms of use and users have a service policy. Your browsing and all interactions on any other website, including websites linking to or from our Website, are subject to the terms and policies of that website.

Changes to the privacy statement

This Privacy Statement may be changed from time to time. Please check our Privacy Statement regularly. The new Privacy Statement takes effect immediately after publication on our Website. If we make significant changes to our Privacy Statement, we will post this on our Website together with the revised Privacy Statement.

Your rights as a data subject and our contact details

You have the right to...

Access

... obtain confirmation from us as to whether or not we process your personal data and, where this is the case, obtain access to that personal data and certain information, and obtain a copy of that personal data.

Restricting the processing

...to restrict our processing of your personal data under certain circumstances. In such a case, we may still store your personal data, but our use of your personal data will be restricted.

Rectification

... to have your personal data corrected by us if it is incorrect. Under certain circumstances, you also have the right to have incomplete personal data completed by us.

Data transfer

... to receive the personal data you have provided to us in a structured, commonly used and machine-readable format and to transmit that data to another controller without hindrance from us.

Data removal

...have your personal data erased by us under certain circumstances, for example when we no longer need your personal data for the purposes for which we collected or otherwise processed it.

Objection

... object to our processing of your personal data under certain circumstances. You may always object to the processing of your personal data for direct marketing.

You always have the right to lodge a complaint with a data protection supervisory authority if you believe that we are not processing your personal data in accordance with the GDPR. In the Netherlands, the data protection supervisory authority is:

Dutch Data Protection Authority (Autoriteit Persoonsgegevens)

Website: www.autoriteitpersoonsgegevens.nl

If you have any questions about this Privacy Statement or your privacy, you can contact us via privacy@godutch.com or via the contact form on our Website.

Our details

GoDutch B.V.

Rokin 97

1012 KM Amsterdam

The Netherlands

Chamber of Commerce: 93777981

Notes and conditions

The rules behind this document.

How this document is produced

The text in this document is taken from godutch.com and is therefore identical to what appears on the website. The cookies and retention periods were measured in a browser, not copied from a configuration file.

Snapshot

This is a pdf and therefore not a live overview. The most recent version is always on the website and replaces all earlier versions. The measurement behind the cookie table is from 7 September 2026.

Third parties

The parties in the Marketing category process the data they receive as independent data controllers, under their own privacy policies. What Google does with this data is set out at business.safety.google/privacy.

Changes

We may change this document from time to time. We recommend reading it regularly. For material changes we will inform you via the website or by email.

Leading document

If there is any doubt, the Dutch version of this document should be considered leading.

A question about
your data?

EMAIL
privacy@godutch.com

CALL US
+31 20 80 88 020