



PRIVACY AND COOKIE STATEMENT

THEATER AMSTERDAM

Boven de Planken B.V.

VERSION 2024

INTRODUCTION

This is the privacy statement of Boven de Planken B.V. It describes how Boven de Planken B.V. handles the personal data of customers, clients, visitors to our website, suppliers and other data subjects. This privacy statement may be amended from time to time. The most recent version is published on our website:

<https://www.theateramsterdam.nl>

CONTACT DETAILS OF THE CONTROLLER

Boven de Planken B.V., Danzigerkade 5, 1013 AP Amsterdam, the Netherlands, +31 (0)20 70 550 55, <https://www.theateramsterdam.nl>. Mr M. Don is the Data Protection Officer of Boven de Planken B.V. If you have any questions or requests, you can contact him at finance@bovendeplanken.nl.

PERSONAL DATA WE PROCESS

Personal data means any information relating to an identifiable natural person. Boven de Planken B.V. processes your personal data because you use our services and/or because you provide this data to us yourself, for example when renting an event space, purchasing a ticket or ordering catering.

- First and last name
- Gender
- Address details
- Email address
- Company name
- Telephone number (mobile, direct and/or office)
- Chamber of Commerce details
- Bank details
- Company website
- Position and department
- Dietary requirements and allergies

PURPOSES AND LEGAL BASES

Under privacy legislation, we must tell you the purposes and legal bases for which we use your data. We need your data to prepare and perform contractual arrangements between you and Boven de Planken B.V. Without this data, such an agreement cannot be concluded. This applies to:

1. Renting an event space
2. Ordering catering
3. Purchasing internet services from our internet service provider for the duration of an event

We may also use your data where we have a legitimate interest. This interest is, first and foremost, to provide all our potential and existing customers, clients, suppliers and other data subjects with the best and most personal service possible. Marketing activities also constitute a legitimate interest. We always take your privacy into account. In particular, we have a legitimate interest in the following activities:

1. Reviews and customer satisfaction surveys
2. Visits to the Theater Amsterdam website – www.theateramsterdam.nl
3. Newsletters and email
4. Social media
5. Security and Wi-Fi

Finally, we are sometimes legally required to process your data, for example for tax purposes. In other cases, you may have given us permission to use your data, such as when you subscribe to the newsletter. We keep an accurate record of this, and you can unsubscribe at any time.

RETENTION PERIODS

We do not retain or use your data for longer than necessary. After that, we delete all data we hold about you or anonymise it for internal analyses and reports. In that case, the personal data can no longer be traced back to you in any way. In practice, this means that we apply specific retention periods, after which we delete your data.

1. We delete inactive customer accounts after 7 years. After that period, we use your data only in anonymised form for internal reporting.
2. The Dutch Tax and Customs Administration requires us to retain our records containing your invoice, payment and order details for 7 years. We then use only anonymised data for internal reporting. You must also retain the invoices relating to your agreements.
3. If you have subscribed to the newsletter or consented to receiving personalised messages, we retain that consent so that we can demonstrate that, during a particular period, you indicated that you wished to receive those messages. If you later decide that you no longer wish to receive the newsletter or personalised messages, we also retain a record of the withdrawal of your consent.
4. We retain emails and contact requests for no more than 2 years, unless you request their deletion sooner.
5. The above does not affect our right to retain data for longer where it is necessary to resolve potential legal or other disputes.

SHARING PERSONAL DATA WITH THIRD PARTIES

We disclose your data to other parties only where this is genuinely necessary for our services. These parties may include suppliers, payment partners, IT service providers and parties that collect our reviews. Parties that receive access to your data from us may use it only to provide a service to you on behalf of Boven de Planken B.V., unless they are independently responsible for obtaining and protecting your data.

Some cookie providers have access to the data collected by cookies on our website. You can read more about this in our cookie statement and in those parties' privacy policies. We never sell your data to third parties.

COOKIES AND SIMILAR TECHNOLOGIES

A cookie is a small text file stored in the browser of a computer, tablet or smartphone when a website is first visited. The Theater Amsterdam website uses functional and analytical cookies. When you first visited one of our websites, we informed you about these cookies and asked for your consent to place them.

FUNCTIONAL COOKIES

Functional session cookies are used to provide services or store your preferences.

For example, to:

- Remember the preferences you selected during your website visit;
- Remember and transmit the information you enter in a contact form on the web page;
- Store your preferences;
- Detect misuse of our website.

The legal basis for this processing is our legitimate interest.

ANALYTICAL COOKIES

These cookies are used to analyse your visits to our websites. For example, we analyse the number of visitors to our websites, the duration of visits, the order in which pages are visited and whether pages need to be adjusted. The information collected enables us to make our websites more user-friendly. These cookies are also used to resolve potential technical problems on the websites.

The legal basis for this processing is our legitimate interest.

CHANGING COOKIE SETTINGS

You can change your cookie settings in your browser at any time.

CURRENT COOKIES

With the consent of Boven de Planken B.V., some cookies, known as third-party cookies, are placed by third parties to bring certain products or services to your attention or give you direct access to social media, including LinkedIn, Facebook, Hotjar, Google Maps and Google Ads.

For information about the cookies placed by these external parties, the information they collect and the purpose for which it is used, please consult those parties' privacy statements on their own websites. These statements may change regularly and Boven de Planken B.V. has no control over them.

You can opt out of cookies by configuring your internet browser so that it no longer stores cookies. You can also delete all information previously stored through your browser settings.

For an explanation, please visit:

<https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doeik-ermee/>.

ACCESSING CORRECTING OR DELETING DATA

You have the right to access your personal data and to ask us to correct or delete it. We will do so where the applicable legal conditions are met and no exception requires the data to be retained. You also have the right to withdraw any consent you have given for data processing and, in certain circumstances, to object to the processing of your personal data by Boven de Planken B.V., to request temporary restriction of the processing, and to data portability. This means that you may ask us to send the personal data we hold about you to you in a computer file, insofar as this is technically possible and does not infringe the privacy of others.

You may send a request to access, correct, delete or transfer your personal data, or a request to withdraw your consent or object to the processing of your personal data, to finance@bovendeplanken.nl.

To ensure that the request was made by you, we may ask you to provide proof of identity. We will respond to your request as soon as possible and in any event within one month. If the request is particularly complex, we may extend this period by two months. We will inform you of any extension within one month.

COMPLAINTS PROCEDURE

If you have a complaint about compliance with this privacy statement or an infringement of your statutory rights, you can contact the Data Protection Officer, Mr M. Don, at finance@bovendeplanken.nl.

You may also lodge a complaint with the Dutch supervisory authority, the Dutch Data Protection Authority. You can do so at:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

SECURITY

Boven de Planken B.V. takes the protection of your data seriously and implements appropriate technical, physical and organisational measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised alteration. These measures include an IT security policy, staff training and the use of secure storage and connections.

If you believe that your data is not adequately protected or if you have indications of misuse, please contact us at finance@bovendeplanken.nl.