



Privacy Statement

version 1.2 January 2022

We find it important that your data is handled correctly. That is why we explain how we collect, use and store your data. And also what to do if you disagree. We've tried to keep it as simple as possible.

We always treat your data confidentially. All information is stored securely and is only accessible to authorized persons. We do this by using technical and organizational safety measures.

Who we are

RogerRoger is a brand of Acsend BV – hereafter also referred to as RogerRoger – and located at Lage Doelen 2 in (7772 BL) Hardenberg, the Netherlands. We are registered with the Dutch Chamber of Commerce under number 68877862.

You can reach us by phone on +31 85 - 06 57 320 or by e-mail at hello@rogerroger.io. Our main website is www.rogerroger.io which is secured with a SSL certificate.

Terms and conditions

The terms and conditions describe all the conditions that apply to all contracts of RogerRoger. This can be found on the website www.rogerroger.io or charge us on request.

Processors agreement

RogerRoger processes personal data on behalf of the customer because the customer has a software user agreement with RogerRoger.

This can be found on the website www.rogerroger.io or charge us on request.

What data do we collect

We collect personal data from prospects, customers and visitors on our website. Nothing special, but we do this to serve you as best as possible.

We can keep track of one or more things:

- First and last name
- Function or role in the organization
- Company name and departments
- Telephone numbers
- Email address
- If you digitally sign a document, we will also store your IP address and mobile telephone number in addition to your signature.

If you would like to receive information about the personal data that may be collected by RogerRoger, please contact us. We offer several options on our website where you can view, modify and delete the collected data.

How do we use your data?

We use your personal data for various purposes. We list them for you:

- The performance of an agreement in which you instruct us to provide our services.
- Keep in touch with you. Your contact details are kept in our customer system and can be used for, among other things, sending newsletters, updates, invitations to events and seminars and sending information that you have requested from us.
- Improving our product and service information and carrying out targeted marketing campaigns.

We think it is important to approach you with information that is relevant to you. To make this possible, we combine and analyze your personal data that provide insight for this: interaction data and behavioral data. You can read exactly what those are below. Based on your personal data such as your input, your contact moments or your behavior, we determine which information and channels are relevant and which moments are most suitable for providing information.

In general we analyze the following data:

- *Interaction Data* - Personal data obtained from contact between RogerRoger and you. For example, about your use of our website or supported applications. This also applies to offline interactions, such as how often RogerRoger interacts with you.
- *Behavioral data* - Personal data that we process about your behavior, such as your preferences, opinion, wishes and needs. We can derive this information, for example, from your surfing behavior on our website, from reading our newsletters or because you have requested information. But also through inbound telephone conversations and e-mail contact with our employees.

We only collect and use information obtained through tracking cookies with your consent, which you can withdraw at any time.

- *Conducting and analyzing customer satisfaction surveys* - Sometimes we ask customers to participate in a *customer satisfaction survey*. This is done by means of an online questionnaire. Participation in this is voluntary. Prior to each *customer satisfaction survey* you will receive further information about the working method and the way in which we handle the information obtained.
- *Improving and securing our websites* - Such as www.rogerroger.io and other websites we set up and maintain.
- *User statistics* - The user statistics of the website enable us to get an idea of the numbers of visitors, the duration of the visit, which parts of the website are viewed and the click behavior. These are generic reports, without information about individual persons. We use the information obtained to improve the website.

Sub-processors

We canservice providers (processors) for the processing of your personal data, who only process personal data on our behalf. We conclude a processing agreement with these sub-processors that meets the requirements of the General Data Protection Regulation (GDPR).

For example, we work with service providers that offer SaaS solutions (software as a service) or provide hosting services. There are also ICT service providers who support us in keeping our systems secure and stable. We also use third-party services to send newsletters and commercial e-mails. These are examples of parties to mark the sub-processor as provided for in the General Regulation Data (AVG).

What we keep on our website

Let's start by saying that you can disable cookies in the settings of your browser. If you do so, it is possible that you do not get an optimal experience.

At RogerRoger we use various cookies, which ensure that your visit to our website(s) is more pleasant and easier. This way they can ensure that you don't have to re-enter your password every time or that we can better give you the information you need.

Below is an explanation of why we use them:

- Google Analytics (activated on our website) - with this we keep track of which pages are 'doing well' and which we still need to improve. All data in Google Analytics is anonymized as much as possible and therefore cannot be traced back to individuals. We have chosen not to store your data at user level for an unnecessarily long time, in Google Analytics we do this for a maximum of 26 months. This allows us to compare the trends over the past 2 years. [More information about this can be found here.](#)
- Social media buttons - On our website we use social media buttons to share or promote pages. The buttons of the various channels contain a code of the relevant social media channels themselves and cookies are sent along. These cookies remember whether you are logged in.
- Intercom - Through this tool you can ask us questions in an accessible way, but we can also ask you if we can help you with anything.
- Leadinfo - An analytics tool that helps us gain more insight into which companies are visiting our website. These insights enable us to make the website experience more relevant for the visitor.
- Calendly - A tool for making appointments in our calendar.
- Stripe - With this platform we handle payments for your subscription. When you visit us we can see whether you are a (paying) user of our platform.
- Cookiebot - Tool with which you can manage your cookie settings and save your preferences on our website.

- Google Tag Manager - Allows us to manage and customize all of our tools described above.

How do you delete cookies?

We use cookies, we are no exception. But we also understand that you would like to know how to get rid of those cookies. No matter how smart our cookies are, you are still in charge of your computer, smartphone or tablet.

On your first visit to us we ask for your permission to place cookies, if you prefer not to, you can decide for yourself which cookies you allow.

Read more about [deleting cookies](#).

Do you want to change something or do you have a question?

If you have any questions about the data RogerRoger collects, or how we use it, please feel free to contact us, our contact details are at the bottom of this document. We strive to give an answer within one business day.

What to do if you have questions about your personal data?

Every person can exercise certain rights on the basis of the law with regard to his or her personal data. You have the right to inspect, rectify and delete personal data. You can also object to the use of your data or ask us to limit this use. In certain cases you can even request your data and take it with you to another party. For questions please contact us. Our contact details can be found in this document.

What to do when a privacy complaint?

If you have a complaint about how we handle your personal data, we ask you to first report this complaint to us, our contact details are at the bottom of this document. You can do this, for example, if you suspect that your data has been misused, or that there has been a data breach. We will then look for a solution together with you.

In addition, you always have the right to submit a complaint to the Dutch Data Protection Authority. You can do this on the website www.autoriteitpersoonsgegevens.nl

What happens if we change this statement?

We may change this privacy statement from time to time. We do this, for example, if we want to record more data about you. If we change the statement, we will let you know by email or via our website.

Do you have any questions? Contact us! We strive to answer within one business day.

Contact

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The Netherlands

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