

Privacy Statement Qaleido

Algemeen

Qaleido believes it is important to treat your personal data with all care and confidentiality. This way you can be assured that your personal data will not be sold to third parties, that Qaleido will handle your data with care and that your data will be stored in highly secured Dutch data centers. In this Privacy Statement we explain what we do with your data and how you can object to the use of this data.

Contact information:

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email: info@qaleido.com
Chamber of commerce registration number : 32143209

What data does Qaleido process?

Basis for processing.

Qaleido relies on the following principles for the processing of personal data:

- Necessary for the execution of an agreement

Qaleido processes personal data and traffic data of its customers. This data is only accessible to Qaleido employees. If you have taken out a subscription with Qaleido through a reseller, this reseller also has access to the personal data that Qaleido processes about you. Resellers are also bound by this Privacy Statement and will not act contrary to it.

Categories of recipients of personal data

Qaleido provides Managed Hosting services to its clients, whereby these clients are themselves responsible for the content. Clients (controllers) must record in a processing agreement with Qaleido (processor) which data is processed. For the Managed Hosting services provided by Qaleido, Qaleido uses the data centers of a third party, i.e. Data center Groningen.

Personal data

Personal data is recorded when you order a product or service, or when you contact Qaleido. This concerns data such as your name, address, telephone number, e-mail address and bank account number. Personal data is also processed after you have become a Qaleido customer, for example if you report a malfunction, you are invoiced or if you register for an e-mail newsletter.

Traffic data

Traffic data that Qaleido processes relates to the use of products and services. Examples of this are times at which a connection is used and IP addresses that have been used.

Use of Qaleido websites

Qaleido collects anonymous data from visitors to qaleido.com and other Qaleido websites. With this data, Qaleido is

able to optimize the website(s) and display relevant content.

How We Use Cookies

Qaleido uses cookies for various purposes, including:

- **Essential Cookies:** These cookies are necessary for the proper functioning of our website and cannot be disabled. They include cookies that enable you to log in, add items to your shopping cart, or use essential features of our services.
- **Analytical/Performance Cookies:** These cookies allow us to collect information about how you use our website, such as which pages you visit and if you encounter any errors. This information helps us improve the performance and usability of our website.
- **Functional Cookies:** Functional cookies are used to remember your preferences and choices, such as language preferences, and provide enhanced features tailored to your needs.
- **Marketing Cookies:** We may use marketing cookies to personalize and measure the effectiveness of our marketing campaigns. These cookies are not used by third-party advertisers to deliver targeted ads to you.

Your Cookie Choices

You can manage and control your cookie preferences in the following ways:

- **Browser Settings:** Most web browsers allow you to control and block cookies through your browser settings. Please note that blocking certain cookies may affect the functionality of our website.
- **Cookie Consent Banner:** When you visit our website, you will be presented with a cookie consent banner that allows you to accept or decline non-essential cookies.

What does Qaleido process data for?

Services

Qaleido processes your personal and traffic data to provide products and services.

The personal data provided may be processed by Qaleido for the following purposes:

- To process applications;
- For the conclusion and execution of an agreement, for example to deliver the products, services or information you ordered;
- If you contact Qaleido;
- To invoice, for example via direct debit
- Sending an invoice (specified or not);
- Invoice inquiry;
- To inform you about changes in services or products or rate changes;
- Handling malfunction reports or complaints

When using our interactive service(s), it is possible that an account is automatically created for you for the purpose of self-service using the personal data you have already provided in the context of one of our other services.

Compliance with legal obligations or at the request of the customer

Based on applicable laws and regulations, Qaleido may be obliged to retain or provide certain data. Examples of this include the provision of data to competent authorities in the context of a criminal investigation. In these cases, Qaleido will only provide data if it is clear that there is a legal obligation to provide it.

Transfer of personal data

Your (personal) data will not be provided to third parties unless you have given us prior (written) permission to do so. Qaleido will not transfer your personal data to countries outside the EU or to an international organization.

Retention period of personal data

Qaleido does not store your data for longer than is legally permitted and necessary for the realization of the purposes for which your data is processed. How long certain data is retained depends on the nature of the data, the purposes for which it is processed and legal requirements.

Rights regarding your data

If Qaleido processes your personal data, you have the following rights under the General Data Protection Regulation (GDPR) with regard to your personal data:

- the right to information
- the right of access
- the right to rectification
- the right to erasure (oblivion)
- the right to restrict processing
- the right to portability (data portability)
- the right to object
- the right not to be subject to automated individual decision-making / profiling

You can inform us of your claim to the above rights by letter. We will then respond to your legitimate requests as quickly as possible. Please include your name, address and telephone number in the letter and send it to Qaleido together with a copy of a valid ID.

Complaints

If you have a complaint about the processing of your personal data by Qaleido, you can contact us directly.

If we cannot reach an agreement with you, we will of course find this very annoying. You always have the right to file a complaint with the Dutch Data Protection Authority, which is the supervisory authority in the field of Privacy Protection.

Changes to Privacy Statement

Qaleido is constantly developing. It is therefore possible that changes will be made to the Privacy Statement at some point. Therefore, please check regularly whether there is a new version of this document. The most current version of the Privacy Statement can be found on the Qaleido website.

Dutch Data Protection Authority

Qaleido has registered the processing of personal data with the Dutch Data Protection Authority (CBP). The corresponding reporting number is 1399548.

Questions or comments: please contact us

With the explanation in this Privacy Statement, we trust that we have given you insight into how Qaleido handles your data. Do you have any questions about this privacy statement or would you like to know more about the processing of data by Qaleido? You can contact Qaleido by telephone or e-mail for this.