

## Privacy policy overview

This Privacy Policy governs the way in which Lioness Expats Agent collects, uses, maintains and discloses information collected from client(s) of the Lioness Expat Agent.nl website. This privacy policy applies to the Lioness Expat Agent.nl website and all products and services offered by Lioness Expat Agent.

### Article 1. Definitions

1.1. In this privacy policy the following definitions are being used:

- a. Lioness Expat Agent: the owner of this privacy policy, is a company registered in Den Haag, Netherlands by the chambers of commerce under the registration number: 56818319. It is situated at Prinses Margrietplantsoen 33 2595 AM, Den Haag;
- b. client (s): the person who is making use of the products and services offered by Lioness Expat Agent.nl website;
- c. agreement: The transactional arrangement that is accepted to both Lioness Expats Agent and the client;
- d. website: [www.lionessexpatagent.nl](http://www.lionessexpatagent.nl) is an informational platform where Lioness Expat Agent offers her products and services and where client can contact Lioness Expat Agent if they want to make use of the services offered by Lioness Expat Agent.

### Article 2. Information

2.1 Lioness Expat Agent is committed to protect your right to privacy as a user of our online services. We will do our best to handle your personal information in accordance with the Dutch data protection Law.

### Article 3. How and why we collect personal information

3.1. Lioness Expat Agent may collect personal identification information from clients in a variety of ways, including, but not limited to, when client visit our website, register on the website, place an order, subscribe to the newsletter, fill out a form, and in connection with other activities, services, features or resources we make available on our website. Client may be asked to fill in name, address, email address and phone number. We will collect personal identification information from Client only if they voluntarily submit such information to us. They may visit our website anonymously, in which case no personal data will be collected.

3.2. Lioness Expat Agent may collect and store your personal identification information for the following purposes:

- a. Answer clients question and / or to correspond to clients concerning our services;
- b. to conduct services for client with regards to products and services offered by Lioness Expat Agent;
- c. to maintain relationship with the clients by sending periodic digital information;
- d. to inform client about Lioness Expat Agent news, products and / or services.

#### **Article 4. Sending digital newsletters**

4.1. Lioness Expat Agent has the right to send newsletters via e-mail, short message services (sms) or WhatsApp to the client containing advertising and / or information about products and / or services that are similar to the products and / or services that the client has previously purchased and / or make use. If the client agreed to receive newsletters, unless otherwise stated, it can be sent to his/her e-mail address, WhatsApp or SMS.

#### **Article 5. Your right of resist**

5.1. The client has the right to refuse to supply their personal identification information. In which case, they may be prevent from engaging in certain website related activities.

#### **Article 6. Providing information to third parties**

6.1. Lioness Expat Agent does not sell, trade, or rent client personal identification information to others. We will only share your information with third parties that have the need to know, such as those providing services to help us operate our business, or administer activities on our behalf like processing or updating our data, our business partners, trusted affiliates and advertisers or in exceptional cases as mentioned below in Article 6.2.

6.2. Lioness Expat Agent is permitted to provide the client's data to a third party:

- a. If the client has explicitly given permission for this;
- b. in the context of a statutory regulation or legal procedure;
- c. to protect the rights or property of Lioness Expat Agent;
- d. to prevent a crime or to protect state security;
- e. in the event of suspicion of fraud or other illegal activities;
- f. it is necessary for the execution of our services.

6.3. Lioness Expat Agent can also use other companies to implement parts of the agreement, such as a tax, finance, transport and moving companies. These companies may need access to certain data from our database to perform their tasks correctly.

#### **Article 7. Links to other websites**

Our website may contain links to other websites which are not under our control, and are not covered by this policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be processed by them in accordance with their own privacy policies, which may be different from ours.

#### **Article 8. Web browser cookies**

8.1. Cookies are simple small text files that are stored on the hard disk or in the memory of the client's computer. Our Website may use "cookies" to enhance client brows experience. Client's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. Client may choose to set their web browser to refuse cookies, or to alert you when

cookies are being sent. If they do so, note that some parts of the Website may not function properly. Cookies do not contain client's personal information details.

8.2. Lioness Expats Agent uses cookies for the following purposes:

- a. to enable the client to login to his/her account via the website;
- b. to recognize the client on a follow-up visit to the website;
- c. to obtain information about the quality and effectiveness of the website.

8.3. Session cookies help the client to make easy use of the website. For example, the client do not need to enter their login details each time they revisit the website.

8.4. Lioness Expat Agent collects and analyses data with the help of Google analytical tool, from information related to the way the website is used by clients. This Google service is called Google Analytics.

8.5. Session cookies and cookies that are necessary for the operation of our website are placed without permission from the client. Analytical cookies are placed without client's consent only, if these cookies have no or minor infringement to the privacy of the client.

## **Article 9. Security measures**

9.1. Lioness Expat Agent take site security very seriously, and we are committed to taking all steps necessary to protect any personal information collected and stored in our databases against unauthorised access. Our website is hosted on a conventional server protected by the latest security software. Both the server operating systems and content management systems are fully maintained, and always updated to the most recent software level to minimise any likelihood of unauthorised access.

9.2. In order to prevent unauthorized access to your data and maintaining the security of your personal information, we expect our clients to follow these simple rules when registering:

- a. do not use a username and password that would be easy to guess;
- b. if possible, use a username and /or password that is not a real word;
- c. use a long password (8 or more characters) rather than a short one;
- d. use a password containing letters and numbers;
- e. use a username and /or password with a mixture of capital and lower case letters;

9.3. Following these guidelines will make it very difficult, if not impossible, for anyone else to access your user account with us.

9.4. Data provided to Lioness Expat Agent.nl website will be sent via a secure web environment.

## **Article 10. Accessing and correcting personal information**

10.1. You have a statutory right to access the personal data that is held about you by us. Upon request Lioness Expat Agent will grants the client access to all personal information that we keep track of

about you. Lioness Expat Agent also offers client the possibility to correct any inaccurate data that Lioness Expat Agent collect and maintain about the client. To obtain a copy of the personal information we hold about you, please write to us at the address on our website. For reasons of data security we cannot accept e-mail requests about details of personal information. Before releasing any personal information you may be required to verify your identity, and an administration fee may be levied.

#### **Article 11. Changes to this privacy policy**

11.1. Lioness Expat Agent reserves the right to make unilateral changes to this privacy policy at any time. When we make any changes, we will revise the updated date at the bottom of this page. Changes or additions to the privacy policy will be made on the published website. We encourage client to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. By using our website, you acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of the modifications.

#### **12. Your acceptance of these terms**

12.1. By using this website, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our website. Your continued use of this website following the posting of changes to this policy will be deemed your acceptance of those changes.

#### **Article 13. Contact**

13.1. For questions about this privacy policy and / or about the processing of personal data by Lioness Expat Agent, please contact us:

Lioness Expat Agent  
Prinses Magarietplantseon 33  
2595 AM Den Haag  
Tel: 0031-6-49942242  
E-mail: [info@lionessexpatagent.nl](mailto:info@lionessexpatagent.nl)  
Via our contact form on this website