



**FiveX**  
Your Business

# PRIVACY NOTICE



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## Introduction

You are currently reading FiveX's privacy statement. FiveX is a seller platform where entrepreneurs gain insight into market demand and tools for managing their own business through software. In addition, you will find content on topics related to platform sales. There are situations in which your data is collected by FiveX. It is therefore good that you know what happens with it and how you can indicate your wishes around your data. That is what this statement is about. If you do not feel comfortable about the use of your data by FiveX, please feel free to contact us.

## Privacy Settings

This document informs the reader about our privacy statement, use of personal information when you use our service. We will not share your information with others as described in this privacy statement. While using our service, we may collect information or ask you to provide us with certain personally identifiable information. Information that may be used to contact, identify and bill you. Personally identifiable information may include, but is not limited to, your e-mail address, name, telephone number, mailing address, bank account number and other information ("personal information"). We may also collect information that your browser sends when you visit our service ("Log Data"). This Log Data may include information such as your computer's IP address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, time spent on such pages, and other statistics. In addition, we may use third-party services, such as Google Analytics. They collect, monitor and analyze information to enhance the functionality of our service. These third-party service providers have their own privacy policies stating how they use such information. Finally, we collect personal information when we act as a data processor. We process personal information on behalf of our customers in the context of supporting the service. Where a customer subscribes to our service for their online store, system or platform, they may personally retrieve consumer and/or business information from their account(s) on online marketplaces or platforms such as, but not limited to, bol.com. When an order is placed with such a marketplace or platform, we collect and store the order data (including personal information) and send it collectively to our customers' system or platform.

We ask you to enter your information once when creating your account. Handy, so you don't have to re-enter this data for every shipment. With the data and your webshop plug-in, you can start shipping right away. This data will only be used for your shipments or when you ask account-related questions to us.

## Customer Support

You can always reach us by phone or email. In order to serve you quickly with questions, we use your data. Your mails to customer service are saved in order to help you in the best possible way. These mails are stored on FiveX's own secure servers. This eliminates the need for us to constantly ask about issues that were previously discussed.

## Custom Advice

As you may read, we think it is important to provide you with the best possible service. That is why we like to get to know you well. We remember what you need, when you visit our website or use our services. We use the search network and re-targeting services to help you with offers. We do this through useful ads on Google, Instagram and Facebook. This has to do with 'Cookies', we will come back to this later. Would you like to opt out and not receive advice? Then simply disable the cookies.

## Communication

When we are affected by changes we use your information to notify you. In addition, we communicate information about your subscription and dashboard that is relevant to you.

## Newsletter

Our newsletter keeps you informed only when proclaiming news that is also relevant to you. We send the newsletters based on you email address that you have entered. Do you no longer wish to receive newsletters from us? Then you can always unsubscribe from the newsletter with one click on the unsubscribe button.

## Payments

We ask you to enter your payment information once through our payment provider Mollie so that shipments can be billed automatically. You will only pay via direct debit. To make payments as secure as possible, all information is transmitted in encrypted form using Secure Sockets Layer (SSL). This ensures that your payment information never reaches other parties. Our payment partner processes your payment data to the highest security standard.

## Improving our service

We are constantly improving the FiveX service. Therefore, we may use your data to ask if you would like to participate in a brief customer or market survey without obligation. This is usually done by a single question by email.

### Customer information

Within FiveX it is possible to generate invoices for customers who have placed an order in the web shop. Customer data is needed to process the invoices. The customer data is stored for one month. After this the data will be deleted. From this moment you have to copy the customer data yourself from bol.com to make the invoices complete.

### Retailer API

To make use of all the functionality of FiveX, it is necessary to connect the Retailer API to the system. The data entered remains the property of the customer. FiveX only has access to see the number of orders. This is what the package is calculated on and is therefore necessary. The other data is encrypted and only visible to the end user. This data is carefully protected and is in no way shared with third parties.

## Cookies

This website uses cookies. We use cookies to personalize content and ads, to provide social media features, and to analyze our website traffic. We also share information about your use of our site with our social media, advertising and analytics partners. Our partners may combine this data with other information you provide to them or that they have collected based on your use of their services. You agree to our cookies if you continue to use our website. Please note that websites will not function as well if you do not accept cookies.

### What are cookies?

Cookies are small text files that can be used by websites to make user experiences more efficient. Cookies only remember your interests based on your browsing habits. By law, we may store cookies on your device if they are strictly necessary for the use of the website. We require your consent for all other types of cookies. This website uses different types of cookies. Some cookies are set by third-party services displayed on our pages. The cookie statement on our website allows you to change or withdraw your consent at any time. In fact, you are free to accept or disable cookies. Our privacy policy provides more information about who we are, how to contact us and how we process personal data.

our permission applies to the following areas: Fivex.com

## Your rights

### Right to view

You have the right to request at any time your data recorded and stored at FiveX. You can do this by sending an e-mail or contacting FiveX by phone. You will then receive an overview of your data.

## Right of rectification

Is your information incorrect? Or has your data changed? You have the right to have this rectified by FiveX. You can change your data concerning the newsletter via the url at the bottom of each mail.

## Right to transfer

Should you need the data stored at FiveX in case you switch to another party or service, you have the right to transfer. In doing so, FiveX must transfer all your data to the other party.

## Right to delete data

Do you no longer want your data recorded at FiveX? Then you have the right to have your data erased.

## Right to file a complaint

You have the right to file a complaint with the Personal Data Authority if you believe FiveX is not handling your data properly.

## Right to stop data use (objection)

Do you not want FiveX BV to use your data? Then you have the right to stop the use of your personal data. You can exercise these rights via [info@fivex.com](mailto:info@fivex.com) and send a copy of your ID-certificate in which the passport photo, the numbers at the bottom of the passport, ID number and BSN have been made illegible. We aim to respond within one week.

## Privacy for children

Our service is not intended for persons under the age of 13 ("children or child"). We do not knowingly collect personally identifiable information from children. If you are a parent or guardian and are aware that your child has provided us with personal information, please contact us. If we become aware that we have collected personal information from a child without verification of parental consent, we will take steps to remove that information from our servers.

The security of your personal information is important to us. No method of transmission over the Internet, or method of electronic storage, is 100% secure. FiveX BV takes certain security measures to protect against unauthorized access, alteration, disclosure or destruction of personal information. It is your responsibility to store your password and login information. If you know or suspect that your password is known to others, please contact us. We may take immediate action. Although we strive to use commercially acceptable means to protect your personal information. We cannot guarantee its absolute security. We implement various security measures to ensure the safety of your personal information when you enter, submit or access your personal information. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology. Please refer to our security policy for more information on the measures taken.

Personal data managed by FiveX or by the aforementioned third parties can only be accessed through the above software and is protected by password and, where possible, by one-step verification. With this two-step verification, a code is generated from the software and sent to FiveX. This code should be used during the login process. In addition, FiveX's domain is signed with Let's Encrypt Authority X3. This is an additional tool that makes the "signposting" of the website more secure and trustworthy.

## Third-party link

The Service may contain links to or allow you to interact with and use other independent third party web sites, products or services ("Third Party Services"). Access to Third Party Services is provided solely as a convenience. Third Party Services are not under FiveX's control and FiveX does not necessarily endorse the content, advertising, products, services or other materials on or available through such Third Party Services. Your use of third-party services may be subject to the third-party provider's terms and conditions and privacy policies. This may include disclosure or transfer of information from or about you to the third party provider. You must exercise your own independent judgment regarding your use of any interaction with Third Party Services. You acknowledge and agree that FiveX is not responsible for the availability of any Third Party Services and that FiveX shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with your use of or interaction with any Third Party Services.