

Privacy statement

C., with registered office at 3- 9 in Hoofddorp, is responsible for the processing of personal data as set out in this privacy statement.

Contact details of C.

Raadhuisplein 3-9,

2132 TZ Hoofddorp

Tel: 023-5563700

Email: privacy@cpunt.nl

Personal data that we process

C. processes your personal data because you use our services and/or because you provide these data to us yourself, for example in a contact form on one of the websites. Below is a list of the personal data that we process:

- First name and surname
- Gender
- Date of birth
- Address details
- Phone number, landline and mobile
- Email address
- IP address
- Data about your activities on our website
- Internet browser and type of device
- Bank account number

C. processes the following special and/or sensitive personal data:

- Data of persons under 16 years of age

Our websites do not intend to collect data on website visitors who are under 16 years old, unless they have parental or guardian consent. However, we cannot check whether a visitor to our website is older than 16. We therefore advise parents to be involved in their children's online activities to avoid the collection of data on children without parental consent. If you are convinced that we have collected personal data about a minor without such consent, please contact us at privacy@cpunt.nl, and we will delete this information.

The purpose and the principle on the basis of which we process personal data

C. processes your personal data for the following purposes:

- To send our mailings* and/or brochures.
- To be able to call or email you if necessary in order to provide our service.
- To register or sign you up for one or more of our contracted services.
- To handle your payment following your registration/application for one of our services.
- We analyse your activity on our website for the purpose of improving our website and to customize the product and service offering to your preferences.
- We track your browsing behaviour on our website, allowing us to tailor our products and services to your needs.

* By mailings, we mean the following types:

- Service emails: Based on the principle of 'necessary for the performance of a contract', we send messages around your purchase from C. We send these mailings to inform you about your registration, purchase and visit. These contain useful to necessary information, such as moves or cancellations. For this reason, you cannot unsubscribe from these messages yourself. If you have questions about this, please contact the Information and Ticket Desk on 023-5563700 or email address info@cpunt.nl.
- C. Tip emails: Selected especially for you based on the preferences known to us and the products you purchase from us. Unsubscribing is possible via 'Manage your preferences' at the bottom of a received tip email.
- The C. Newsletters are on the basis of consent: C., C. Out and C. Kids. Subscribing and unsubscribing is possible via the website and via 'Manage your preferences' at the bottom of a newsletter you receive.

Automated decision-making

C. does not make decisions based on automated processing on matters that could (significantly) affect individuals. This concerns decisions that are taken by computer programs or systems, without human (for example an employee of C.) involvement.

Retention period, data sharing with third parties and cookies

Retention of personal data

C. does not retain your personal data any longer than is necessary for the purposes for which they were collected. In doing so, we apply the statutory retention periods where applicable.

Provision of personal data to third parties

C. does not sell your data to third parties and will only provide these if this is necessary for the execution of our agreement with you or where we are legally required to do so. We will enter into a processing agreement with any companies processing your data on our instructions, in order to guarantee the same level of security and confidentiality of your data. C. will remain responsible for such processing.

Cookies, or similar technology, that we use

C. uses functional, analytical and tracking cookies. A cookie is a small text file which is installed in the browser of your computer, tablet or smartphone the first time you visit this website. Cookies ensure the website works as intended and, for example, will remember user preferences. They are also used to optimise the website. Email addresses may be used for marketing purposes (including Google and Meta).

On your first visit to our website, we will have informed you about the cookies and requested your permission to place them.

You can stop the use of cookies by configuring your internet browser to decline all cookies. You also have the ability to remove all previously stored information via the settings in your browser. Click here for further information:

<https://veiliginternetten.nl/themes/privacy/cookies-browsegeschiedenis-en-auto-aanvullen/>.

Cookies are also placed on this website by third parties. These include advertisers and/or the social media companies. Personal data will be anonymised.

Library services

National services

As a member of the library, you can make use of several additional national services that fall under the responsibility of the Royal Library. Via the website www.onlinebibliotheek.nl you can borrow e-books, for example. The Royal Library also offers specific services via the website www.bibliotheek.nl. To use these services, you will need to create an account on the website(s) for the relevant services.

We exchange a limited set of personal data with the Royal Library in advance to enable you to be recognised by the Royal Library as a member of the library. When you create an account for this service or these services, you thereby consent to the provision of your library membership details to the Royal Library. The Royal Library then links these data to this new account. It processes these data in accordance with [its own privacy statement](#).

If you have registered with the Online Library through your library membership to borrow e-books, the Royal Library will tell us and we will put it in our membership records. We do this because the fee for borrowing e-books is included in the membership fee you pay to us. We will then be able to serve you better, e.g. with questions about your membership. We can also inform you about new rates for subscriptions with e-books and specific events around e-books. Certain promotional campaigns also do not have to be sent to you because you already use e-books.

If you use the services through www.onlinebibliotheek.nl and/or www.bibliotheek.nl, you can contact the Royal Library directly for your rights as a data subject. You can use model letters which can be found at www.kb.nl/avginzage.

Cooperation between the library and Statistics Netherlands (CBS)

The library provides personal data of members to CBS. The aim of this collaboration is to enrich our membership data with CBS data. This will allow us to improve our services to our members and be more targeted in attracting new members from specific target groups. We have agreed with CBS that CBS may use your personal data as part of the nationwide survey of library members.

Personal data we share with CBS: date of birth / gender / last date of registration / ISIL code of the basic library of which one is a member / 6-position postcode / house number and house number suffix (if applicable) / the actual reference date to which the data provision relates.

CBS handles your personal data carefully so that they are well protected. You can read more about this in the CBS Privacy Statement. You have the right to object to your data being made available to CBS by contacting privacy@cpunt.nl.

Inspection, modification and deletion of data

You have the right to access, correct or remove your personal data. You also have the right to withdraw your authorisation for the processing of your data or to object to the processing of your personal data. In addition, you have the right to data portability. That means you can submit a request for us to send either you or another organisation the personal data concerning you in our possession in a computer file.

You can submit a request for access, correction, deletion, transfer of your personal data or a request for the withdrawal of your authorisation or objection to the processing of your personal data to privacy@cpunt.nl. To ensure that the request for access is made by you, we ask you to make the request using one of the e-mail address(es) known to us and with reference to the institution(s) concerned.

In case we doubt the identity of the applicant, we ask you to come by with a valid ID card or send a copy of a valid ID card. For the purpose of privacy protection, please obscure the MRZ (machine readable zone, the strip containing numbers at the bottom of the passport), document number and citizen service number (BSN) in this

copy. A handy app for this is the government's copyID app. We will respond as quickly as possible to your request, certainly within 4 weeks.

C. would also like to remind you of your right to register a complaint with the Dutch Data Protection Authority, the national regulator. You can do so via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

C. takes the protection of your data seriously and takes suitable measures to prevent misuse, loss, unauthorised access, undesired disclosure and unauthorised changing. If you believe that your data are not properly secured or that there are indications of misuse, please contact us at privacy@cpunt.nl

Changes to this privacy statement

When our organisation changes, we may also need to update our Privacy Statement. We will publish the most recent Statement, specifying the publication date.

Version: 31 May 2023