

## Privacy Statement Cykl

Cykl, a sole proprietorship located at Hoevestein 239 08A, 6708AK, Wageningen is responsible for processing personal data as described in this privacy statement.

Contact details:

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Phone: +31620755489

E-mail: [support@cykl.nl](mailto:support@cykl.nl)

### Personal Data processed by Cykl

Cykl processes your personal data because you use our services and/or because you provided this information for use by Cykl. Below you find an overview of personal data processed by Cykl:

- First- and last name
- Phone number
- E-mail
- IP-address
- Other personal data provided to us, for example, by phone or e-mail.
- Ride history
- Bank Account
- User rating

Explanation: the user rating is used to promote responsive behaviour, see:

<https://desk.zoho.com/portal/cyklhelp/kb/articles/which-pennalaties-can-cykl-apply>.

- Location Data.

Explanation: Your location data is needed to check if you are nearby a destination. The location data is processed locally (on your phone) and is not sent to our server. The starting and end destination of your trip relates to your (historical) location. Also, while using the app your location is shared with Open Street Map for showing the background map. Location data located by GPS-chips installed on a partition of our bicycles will only be related to you in the case the bike is missing, theft or suspicion of abuse. We will contact you if this data has been consulted.

### Why and with which purpose do we process personal data?

Cykl processes your personal data with the following objectives:

- Processing your payment (this data is processed by our payment service provider Mollie).
- Sending the newsletter.
- Being able to call or e-mail you if needed to perform our services.
- To inform you about changes to our services or products.
- To make it possible for you to create an account.
- To send you automatically generated service e-mails and text messages.
- To provide basic app and website functionalities.

## **How long do we store personal data?**

Cykl stores your data no longer than needed to realize the goals wherefore the data was collected. We use the following storage periods for personal data:

Your personal data will be removed within one month after cancelation of the agreement. This term is being used to contact you in relation to our service after the end of the rental period. By the way, the agreement automatically expires after 1 year of inactivity.

There are two exceptions:

1. Your anonymised ride history will be stored up to 1 year after the end of the rental period to collect general usage statistics (such as the total number of rides per day and the number of rides per location per month) and meet possible governmental requirements to provide general usage statistics.
2. If your user rating is below 80 (due to irresponsible behaviour) Cykl is allowed to store your personal data up to 5 years after cancelation of the contract in order to prevent you of creating a new account within this period.

## **Sharing personal data with third parties**

Cykl provides only provides your personal data to third parties if needed for the fulfilment of de agreement or if needed to meet legal obligations.

To fulfil the agreement Cykl stores your personal data at the following organisations.

Organisation: MailChimp

What: your first and last name and e-mail.

Why: to send the newsletter using the Mailchimp platform.

Organisation: Textmagic

What: your phone number.

Why: to send you automated service related text messages.

Organisation: Mailjet

What: your first and last name and e-mail.

Why: to send automated service related e-mails.

### **Cookies, or similar techniques, used by Cykl**

Cykl only uses session cookies. A session cookie is a small text file that is stored on your device when you sign in to the Cykl website or app. The session cookie is necessary for the technical functionality of the website or app.

### **Access, modify or remove personal data**

You have the right to access, modify or delete your personal data. Furthermore, you can withdraw your permission to process personal data by Cykl and you have the right to transfer your data. This means that you can request us to provide you or an organisation mentioned by you with a file containing your personal data. You can send a request to access, modify, remove or transfer your personal data to [support@cykl.nl](mailto:support@cykl.nl). To be sure the request has been sent by you we also ask to send the request via the phone number connected to your account. Also, your bank account should be included in the request. We will respond to your request as soon as possible, but within 4 weeks. Cykl also wants to inform you about the possibility to file a complaint to the national authority, the 'Autoriteit Persoonsgegevens' using the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

### **How we secure your personal data**

Cykl highly values the protection of your data and takes appropriate measures to prevent abuse, loss, unauthorised access, unwanted disclosure and unwanted modification. For example, all web pages are transferred using an encrypted https connection, SMS-verification is needed to modify your password and passwords are stored with SHA-512 encryption. However, if you have the impression that your files are not secured well or if there are indications of abuse, then contact us via [support@cykl.nl](mailto:support@cykl.nl).