

Privacy policy and Cookie policy TWNKLS

At TWNKLS we think it is important that personal details are handled responsibly. We only process personal details in ways that are permitted by the General Data Protection Regulation. In this privacy notice we would like to explain how we will be doing that.

1. We are TWNKLS, known to the government as TWNKLS B.V., with the KVK number 52400050. Our office is located at Stationsplein 45, Unit B1.036 in Rotterdam. This privacy policy explains what we do with your personal information when you are a customer with us or come into contact with us. We made this policy in accordance with the General Data Protection Regulation (GDPR), whereby EU citizens enjoy a transparent way to secure and protect personal data. These regulations are effective as of May 25, 2018. According to these regulations, TWNKLS is a 'data controller'.

2. 'Us' or 'we' in this privacy policy refers to TWNKLS.

3. 'Policy' refers to this privacy policy.

The kind of personal information that we collect and where we store it

4. As soon as you become a customer at TWNKLS or register for the newsletter or download any content that requires your email address on the TWNKLS website, you will enter the CRM systems Exact Online, Salesforce and MailChimp. These systems are in line with the GDPR guidelines. In these systems we store general personal information: name, address, telephone number, company name, e-mail address, company website.

5. When TWNKLS does an assignment for a customer, the content of the project will be held on Microsoft OneDrive. The project files contain minimal personal data: the name of the project members and the name of the company or customer.

6. When we meet you at an event or another occasion and you give us your business card, you will also be entered into our

CRM systems Exact Online, Salesforce and MailChimp. We will also invite you to LinkedIn.

What do we use personal information for?

7. Personal information is used for the following purposes:

- a. To cite quotations
- b. To draw up a contract as soon as there is an agreement to work together
- c. To send invoices after completing an assignment or sub-assignment
- d. To inform you about our services
- e. To improve our services

How long do we keep your personal information?

7f. We keep your personal data at least as long as is necessary to provide you with information about the application process. If you do not start working at TWNKLS, your resume and motivation letter will be deleted from our system within three months after our last contact. You can ask at any time for your data to be deleted by TWNLKS via the address info@twinkl.com.

When are personal data shared?

8. In the eventuality that we are forced by the law or the government to pass on data in the context of a judicial investigation.

How can you view the personal information we hold?

9. You can easily request the information by emailing info@twinkl.com. We will then send you a printout of all the information we have about you.

Cookies policy

This cookie policy explains what cookies are and how we use them on our website. Here you read about what type of cookies we use, the information we collect using the cookies and how that information is used. By using our website you are agreeing that we can use cookies in accordance with this policy.

10. In order to be able to measure visits to our website, our website places cookies on your pc, tablet or smartphone (a small text file with information). The use of cookies is of great importance for our website to function properly, and also the input of visitors gives us a good idea of how the website is being used and how we can improve it. The advertising cookie helps us to reach the correct target audience with the correct message, but the cookie also makes sure that you do not get to see the same ad over and over again.

When you first visit our website you will receive a message about our cookies where you can indicate your preferences. You can (usually) adjust these preferences via your browser settings, or you can adjust them in your cookie preferences on this page. You should realise that if you block our cookies, certain functions and pages on your website will not work as they should.

Cookie type	Name	code	Provider	Purpose	Expiry	more info
Analytics	Google Analytics	_ga	Google	Registers website visits and visitor sources. It also allows us to analyze visitor behavior on our website. All collected data is aggregated and anonymous.	2 year	https://policies.google.com/privacy
Functional	Cookiebar	Cookie Bar	Cookiebar	We use this cookie to remember whether or not you've closed the cookie notification. Without this cookie the notification will not be permanently closed.	session	
Functional	Google Tag Manager	_GTM	Google	Google for loading script in our site.	Session	https://policies.google.com/privacy
Adverting	Google AdWords Conversion	_ga	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website (anonymous).	2 years	https://policies.google.com/privacy
Advertising	Google Dynamic Remarketing	utma	Google	Google Shows custom ads on Google websites based on recent searches and previous interactions.	Campaign duration	https://policies.google.com/privacy
Advertising	Twitter	guest_id, twid, muc	Twitter	This cookie can see what products you are viewing. This way we can show you relevant ads on Twitter. Without this cookie, you'll miss personal promotions.	2 years	https://twitter.com/en/privacy

How do you block cookies?

Most browsers allow you to refuse cookies. You may block our cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. Or you pass on your preferences at the bottom of this page. Do know that if you block our cookies, certain functions and pages on our website do not work in the usual way.

Choices we make in the field of marketing

11. When you give your consent to enter your personal details in our CRM databases (Exact Online, Salesforce and MailChimp), we occasionally send out a newsletter or information that may be of interest to you. If you are no longer interested in receiving such information from us, it is easy to unsubscribe via the link at the bottom of our newsletters. You can also send a request to be deleted to the address info@twinkl.com.

How long do we keep your personal information?

12. We keep your personal data at least as long as is necessary to provide you with services and according to legislative obligations. You can ask at any time for your data to be deleted by TWNLKS via the address info@twinkl.com provided we comply with the legislative obligation.

When will the privacy policy be renewed?

13. We will adjust our policy in accordance with legal developments on privacy. This privacy policy was adopted on May 23, 2018.

Changes and updates to our Privacy statement and Cookie Policy

Changes in technology, legislation and authorities' guidance may require us to inform you of the activities we undertake where it affects your privacy rights. Please check this page occasionally to ensure you are familiar with any changes.

Change your cookie preferences

Below you can change the preferences of your browser to limit which cookies should be granted access. Do know that if you block our cookies, certain functions and pages on our website do not work in the usual way.

With best regards,

The TWNKLS team.