

*Note: This English text is provided for convenience. The Dutch version is authoritative where translations differ.*

# Privacy statement

Welcome to TimeChimp's privacy information.

This statement explains:

- a. what information we collect about you;
- b. how we use it; and
- c. your rights.

"Information about you" means **personal data** under privacy law.

We aim to write clearly. Questions? See [section 18](#) or email [privacy@timechimp.com](mailto:privacy@timechimp.com).

## 1. What does this privacy statement cover?

This statement applies to information about you that we collect when you:

- a. visit our websites;
- b. purchase from us or show interest in our services;
- c. use our products, services, or applications;
- d. communicate with our team about questions and incidents; or
- e. apply to work with us.

## 2. Who is responsible?

TimeChimp (Zekeringstraat 9 A, 1014BM Amsterdam, Netherlands) is the Controller for data under this statement.

For questions about this privacy statement and exercising your rights: [privacy@timechimp.com](mailto:privacy@timechimp.com).

We process data lawfully and securely and respect your rights (such as access).

We sometimes work with other companies. See sections 10–12.

Questions or exercising your rights (section 16): [privacy@timechimp.com](mailto:privacy@timechimp.com).

## 3. What information do we collect?

What we collect depends on your relationship with us. If you use our products, we often collect information you provide and information collected automatically when you use our services. We call

this **service data**.

- a. Account and contact information: name, email, address, phone.
- b. Account information: account ID (email), status, login credentials, linked devices.
- c. Purchase information: purchases and data when entering or performing a contract.
- d. Payment information: payment methods (e.g. card details) and billing address.
- e. Communication data: contact with us, support, and social channels.
- f. Marketing: data when you join events, campaigns, or beta testing.
- g. Applications and HR: CV, ID numbers where required, gender, date of birth, address, phone.
- h. Technical data: device type, browser, identifiers (e.g. cookies).
- i. Usage data: features used, performance, crash logs, diagnostics.
- j. Other technical data: IP address, login activity, system activity.
- k. Behaviour and preferences: site navigation, referral source, ads/newsletters, privacy settings.

#### 4. Information from third parties

- a. We may receive information from public sources when relevant (e.g. legal proceedings).
- b. We also process **personal data** within **your data** that you enter in our system. See section 5.

#### 5. Your Data in the platform

Besides **service data**, you may record hours, expenses, mileage, customer data (client portal), and invoicing information. We call this **your data**.

You are responsible for **your data**. We store and process **your data** to provide our services.

We act as a **processor** for **your data**: we do not use **your data** for other purposes except on your instructions or by court order. We must then enter into a Data Processing Agreement with you. See our [data processing agreement](#).

You can delete **your data** in our apps at any time. If you delete your account, we delete data on our servers; backups may be kept for up to 3 months.

#### 6. Your responsibility

You must ensure **your data** complies with applicable laws. If **your data** contains information about others, ensure collection, storage, and use are lawful.

## 7. How do we use information about you?

Purpose	Processing	Categories
Providing products and services	Orders, payments, notifications, support	Contact, account, purchase, usage, technical data, <b>your data</b> (if needed)
Customer support	Tickets, training	Contact, account, purchase, payment, communication, device, usage, technical data
Bugs and incidents	Investigation, resolution	Contact, device, usage, technical data
Fraud and abuse prevention	Prevention	Contact, account, purchase, payment, device, usage, technical data
Product improvement	Analysis, surveys	Account, purchase, device, usage, technical data, behaviour/preferences
Marketing	Newsletters, email, online	Contact, account, purchase, device, usage, technical data, behaviour/preferences
Legal compliance	Accounting, security, disclosure	As required: contact, account, purchase, payment, device, usage, technical data, <b>your data</b>
HR	Applications, onboarding/offboarding	CV, identity data, contact details
Risk and strategy	Monitoring, legal protection	Contact, account, purchase, payment, device, usage, technical data, public sources (if relevant)

We do not use special categories of **personal data** for other purposes.

## 8. Legal basis

Purpose	Legal basis
Products/services and issue resolution	Contract performance
Customer support and staff training	Legitimate interest
Fraud and abuse prevention	Legitimate interest
Product improvement	Legitimate interest
Direct marketing (business contacts)	Legitimate interest
Direct marketing (consumers)	Consent
Accounting and legal requirements	Legal obligation
HR	Legal obligation

Risk and business development	Legitimate interest
Other purposes (with consent)	Consent

You are not required to provide data we request, but we may be unable to provide services—especially where processing is necessary for our contractual obligations.

For direct marketing to consumers (natural persons), we ask for consent under applicable telecommunications law. For marketing to business contacts, we may rely on legitimate interest; you can always opt out via the unsubscribe link in our messages.

## 9. How long do we keep information?

We keep information as long as needed for the purposes in section 7, including:

- a. legal retention requirements;
- b. your relationship with us;
- c. categories of data we hold;
- d. disputes or investigations.

As a rule: while you are an active customer and for 7 years after. We may keep data longer if the law requires. We then delete or anonymise it securely.

Category	Retention period
Customer and account data	During customer relationship + 7 years
Invoice and accounting data	7 years (legal obligation)
Marketing data	Until opt-out or withdrawal of consent
Job application data	4 weeks after rejection (or 1 year with consent)
Support tickets	2 years after closure
Call recordings (support)	Up to 1 year

Retention periods for **your data** that we store as processor are set out in [Annex A](#) of the data processing agreement.

## 10. Who has access?

We share information only when needed for section 7 and as permitted by law:

- a. Group companies — delivery and analysis.
- b. Service providers and partners — hosting, payments, analytics, marketing, support, surveys, security. They receive only what they need; we use appropriate agreements.

- c. Government and law enforcement — when required by law or to protect rights.
- d. Business transactions — merger, acquisition, asset sale (with protection under this statement).
- e. Third parties at your direction — with your consent.

We do not sell your **personal data** commercially except as described here or with your consent.

## 11. International transfers

We may share data with group companies and suppliers outside your country. We ensure appropriate safeguards, including Standard Contractual Clauses (SCCs) under GDPR Article 46(2)(c) and adequacy decisions where applicable.

See our [subprocessors](#) for an overview per supplier, including transfers and safeguards.

## 12. Online and social media marketing

We may run ads (e.g. Google, Facebook, LinkedIn) and work with marketing partners. They may use cookies to measure campaigns. We comply with applicable laws.

We use Leadinfo to recognise website visitors at company level (based on IP address). We do this on the basis of legitimate interest. More information is in our [cookie policy](#) and on our [subprocessors](#).

### 12.1 Call recordings

Support calls by phone may be recorded and transcribed (for example via CloudTalk and Leexi) for quality and training purposes. We inform you at the start of a call when recording takes place. We retain recordings for up to 1 year.

## 13. Automated decision-making

We do not make decisions with significant impact for you based solely on automated processing.

## 14. Cookies

We use cookies and similar technologies on websites and apps. More information and settings: [cookie policy](#).

## 15. Your rights

Right	Description
Access	Request access to personal data we hold about you.

Rectification	Have inaccurate or incomplete data corrected.
Erasure	Request deletion under certain conditions.
Restriction	Restrict processing under certain conditions.
Portability	Receive data in a structured, machine-readable format under certain conditions.
Object	Object to processing, including direct marketing, under certain conditions.
Withdraw consent	Where processing is based on consent.

Contact us via [section 18](#). We may verify your identity and respond within one month (extendable by two months for complex requests, under the GDPR).

You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) at [autoriteitpersoonsgegevens.nl](https://autoriteitpersoonsgegevens.nl).

## 16. Security

We implement technical and organisational measures against unauthorised access, loss, or alteration. Access is limited to those who need it under confidentiality. No system is fully secure—also protect your login credentials and devices.

## 17. Changes

We may update this statement. The current version is at [terms.timechimp.com/en/privacy-statement](https://terms.timechimp.com/en/privacy-statement). Check regularly for updates.

## 18. Contact

Questions, comments, or exercising your rights: [privacy@timechimp.com](mailto:privacy@timechimp.com).

(This privacy statement is effective as of 01-06-2026.)