

PRIVACY STATEMENT

SVpestcontrol / SV Ongediertebestrijding

Version: May 2026

This English text is a translation of the Dutch version. In case of any discrepancy, the Dutch version prevails.

1. Introduction

SVpestcontrol / SV Ongediertebestrijding ("SVpestcontrol", "we" or "us") respects your personal data and handles it confidentially and with care. In this privacy statement we explain which personal data we process, for what purposes, on what legal basis, and what rights you have. With this statement we comply with our information obligation under Articles 13 and 14 of the General Data Protection Regulation (GDPR).

Personal data means all information that directly or indirectly identifies a natural person.

2. Data Controller

The controller for the processing of your personal data is:

Name: SVpestcontrol / SV Ongediertebestrijding

Address: Da Costastraat 88E, Amsterdam, the Netherlands

E-mail: info@svpestcontrol.nl

SVpestcontrol has not appointed a Data Protection Officer (DPO); under Article 37 GDPR this is not required. For privacy questions please use the contact details above.

3. What personal data we process

Depending on the purpose, we process the following categories of personal data:

- Identification and contact details: name, address, e-mail address, phone number.
- Business details (for business customers): company name, Chamber of Commerce number, VAT number, role and contact person.
- Job and treatment details: location, type of pest, products used, date/time of treatment, advice and reports.
- Financial details: invoice and payment details, IBAN.
- Communication details: e-mails, phone calls (not recorded), correspondence and complaints.
- Website and cookie data: IP address, device and browser data, pages visited and interaction data (see section 11).
- Visual material: occasionally photos of the treated location to support the report; in principle these do not contain identifiable individuals.

We do not, in principle, process special categories of personal data (such as health data) and we do not knowingly process data of children under 16. Where this is unavoidable, we will comply with applicable legal requirements.

4. Source of personal data

We obtain personal data primarily directly from you, for example when you request a quotation, enter into an agreement or contact us via our website, e-mail or phone. We may also obtain data from your employer (for business engagements), from third parties acting on instruction (such as housing corporations, property managers or insurers) or from publicly available sources (such as the Dutch Trade Register).

5. Purposes of processing

We process your personal data only for the following purposes:

- Issuing quotations and entering into and performing agreements.
- Carrying out pest management and producing treatment reports, including statutory logbooks under biocides legislation.
- Customer administration, invoicing and debt collection.

- Answering questions, complaints and service requests.
- Complying with legal obligations, including tax retention and supervisory duties.
- Improving our services and website (anonymised or aggregated).
- Sending newsletters or service e-mails, where you have subscribed or are a customer (with opt-out).

6. Legal bases for processing

We process your personal data only on one of the following legal bases under Article 6 GDPR:

- Performance of a contract with you (Art. 6(1)(b) GDPR).
- Compliance with a legal obligation (Art. 6(1)(c) GDPR), such as retention obligations under biocides legislation and Dutch tax law.
- Your consent (Art. 6(1)(a) GDPR), for example for the newsletter or non-essential cookies. You may withdraw consent at any time.
- Legitimate interests (Art. 6(1)(f) GDPR), such as relationship management, fraud prevention and the security of our systems. We always weigh these interests carefully.

7. Retention periods

We do not retain personal data longer than necessary for the purposes for which it was collected or as required by law. Indicative retention periods:

- Customer and job files: up to 7 years after the end of the agreement, based on the Dutch tax retention obligation (Art. 52 AWR).
- Treatment and biocides logbooks: at least 5 years in accordance with biocides legislation.
- Quotations that did not result in an engagement: up to 1 year.
- E-mail correspondence and service requests: up to 2 years after closure.
- Newsletter data: until withdrawal of consent or prolonged inactivity (24 months).
- Cookies and website analytics: see section 11.

8. Sharing with third parties

We share your personal data with third parties only where necessary for the purposes mentioned above or where we are legally required to do so. Categories of recipients include:

- IT and hosting service providers (e-mail, CRM, accounting, website hosting).
- Subcontractors performing work on behalf of SVpestcontrol.
- Accountants, legal advisors and collection agencies, where relevant.
- Supervisory authorities and (governmental) bodies, where required by law.

We conclude a data processing agreement with parties processing your personal data on our behalf, as required by Article 28 GDPR. We do not sell your data to third parties.

9. International data transfers

We aim to process your personal data within the European Economic Area (EEA). If transfer outside the EEA does take place — for example because an IT provider uses cloud services — we ensure appropriate safeguards, such as an adequacy decision of the European Commission or the Standard Contractual Clauses.

10. Security

We attach great importance to the protection of your personal data. We take appropriate technical and organisational measures, including encryption of data in transit, role-based access control, regular updates and staff awareness training. In the event of a data breach involving high risk to you, we will notify you and the Dutch Data Protection Authority in accordance with Articles 33 and 34 GDPR.

11. Cookies and website analytics

Our website uses cookies and similar technologies. A cookie is a small text file placed on your device.

- Functional cookies: necessary for the proper functioning of the website (no consent required).

- Analytical cookies: for website statistics (e.g. via Google Analytics in a privacy-friendly configuration); only after your consent where required.
- Tracking/marketing cookies: only placed after your explicit consent via our cookie banner.

You can change your cookie preferences at any time via the cookie settings on our website or via your browser settings. For more information about cookies, please see the websites of the Dutch Authority for Consumers and Markets (acm.nl) or the Dutch Data Protection Authority (autoriteitpersoonsgegevens.nl). Our website may include buttons or links to social media (such as LinkedIn, Facebook or X). SVpestcontrol has no influence over the processing of personal data by these platforms; please read the privacy statement of the relevant platform.

12. Automated decision-making and profiling

SVpestcontrol does not use automated decision-making, including profiling, that has legal effects concerning you or similarly significantly affects you.

13. Your rights

Under the GDPR you have, among others, the following rights regarding your personal data:

- Right of access to the personal data we process about you.
- Right to rectification of incorrect or incomplete personal data.
- Right to erasure ("right to be forgotten"), in the cases listed in Article 17 GDPR.
- Right to restriction of processing.
- Right to data portability.
- Right to object to processing based on legitimate interests.
- Right to withdraw consent previously given.

You may submit a request via the contact details in section 2. We will respond within one month of receipt; for complex or multiple requests this period may be extended by two months, of which we will inform you in time. To verify your identity we may request additional information.

In certain cases we cannot fully comply with your request, for example due to statutory retention periods or compelling legitimate interests. We will always explain this in writing.

14. Complaint to the Dutch Data Protection Authority

You have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) if you believe we are not handling your personal data carefully. More information is available at www.autoriteitpersoonsgegevens.nl. We appreciate it if you contact us first so that we can address your concerns.

15. Changes

SVpestcontrol may update this privacy statement from time to time, for example following changes in our services or in laws and regulations. The most recent version is published at www.svpestcontrol.nl. We recommend that you review this page periodically.

16. Contact

If you have any questions, comments or complaints about this privacy statement or the processing of your personal data, please contact us at info@svpestcontrol.nl or by post: SVpestcontrol, Da Costastraat 88E, Amsterdam, the Netherlands.