PRIVACY STATEMENT

SVpestcontrol / SV Ongediertebestrijding

Version: November 2026 (updated 9 November 2026)

1. Introduction

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

Personal data is any information that can be traced, directly or indirectly, to a natural person.

2. Data controller

The controller responsible for processing your personal data is:

Name: SVpestcontrol / SV Ongediertebestrijding
Chamber of Commerce (KvK) no.: 61957569
Address: Da Costastraat 88E, Amsterdam, the Netherlands
Email: info@svpestcontrol.nl

SVpestcontrol has not appointed a Data Protection Officer (DPO); under Article 37 GDPR this is not mandatory for us. For privacy questions you can use the contact details above.

3. Which personal data do we process?

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

- Identification and contact details: name, address, email address, telephone number.
- Company details (business customers): company name, KvK number, VAT number, job title and contact person.
- Job and treatment data: location, type of pest, products used, date/time of treatment, advice and reporting.
- Access and scheduling data: the coordinates of the location to be treated, access and visiting instructions you give us (for example where a key is kept or who will be present) and your preferred days and time slots (Monday to Friday, morning or afternoon) for a visit.
- Financial data: invoice and payment details and, if you choose direct debit, your IBAN, the account holder's name and the details of your mandate.
- Communication data: emails, telephone calls (not recorded), WhatsApp messages, the contact form and chat on our website, correspondence and complaints.
- Customer portal: if you use our customer portal, the data that gives you access to your information, and the work orders and reports you can view there.
- Website and cookie data: IP address, device and browser data, pages visited and interaction data (see Article 12).
- Images: occasionally photos of the treated location to support reporting; these do not in principle show identifiable people.

We do not in principle process special categories of personal data (such as health data) or data of persons under 16. If this should nevertheless become necessary, we will comply with the statutory requirements.

4. Source of the personal data

We obtain personal data mainly directly from you, for example when you request a quotation, enter into an agreement (including when you sign a contract proposal digitally) or contact us via the

website (form or chat), WhatsApp, email or telephone. We may also obtain data from your employer (for business assignments), from third parties who instruct us (such as housing associations, property managers or insurers) or from public sources (such as the Chamber of Commerce register and the Dutch Basic Registration of Addresses and Buildings, which we use to check the address of a location and determine its coordinates).

5. Purposes of processing

We process your personal data exclusively for the following purposes:

- Preparing quotations and concluding and performing agreements.
- Carrying out pest control and preparing treatment reports, including logbooks required by biocides regulations.
- Scheduling visits, taking into account your access and visiting instructions and your preferred days and time slots.
- Customer administration, invoicing and debtor management, including collecting payments by SEPA direct debit if you have given us a mandate.
- Making work orders and reports available in our customer portal.
- Answering questions, complaints and service requests, including when you contact us via the chat on the website, the contact form or WhatsApp.
- Complying with legal obligations, including tax retention requirements and supervisory obligations.
- Improving our services and website (anonymised or aggregated).
- Occasionally and manually asking you by email whether you would like to review our services, for example on Google, after a job has been completed. This is not automatic and happens only for private customers, at most once every twelve months, not if you have an ongoing contract and not if you have opted out. Every such email contains an unsubscribe link.
- Measuring the effectiveness of our online advertising (for example the number of quotation requests or chats resulting from an advertisement), only with your consent (see Article 12).
- Sending a newsletter or service email, if you have signed up for it or if you are a customer (with opt-out).

6. Legal bases for processing

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

- Performance of an agreement with you (Art. 6(1)(b) GDPR), including steps taken at your request before entering into an agreement, such as preparing a quotation, and collecting payments on the basis of your SEPA mandate.
- Compliance with a legal obligation (Art. 6(1)(c) GDPR), such as retention obligations under biocides legislation and the General Tax Act (AWR).
- Your consent (Art. 6(1)(a) GDPR), for example for the newsletter or non-essential cookies, including advertising measurement. You can withdraw your consent at any time.
- Legitimate interest (Art. 6(1)(f) GDPR), such as relationship management, answering your questions via chat or form, asking for a review of our services, fraud prevention and the security of our systems. We always carry out a balancing test; you can object at any time to receiving review requests via the unsubscribe link.

7. Retention periods

We do not keep personal data longer than necessary for the purposes for which it was collected or than legally required. Indicative retention periods:

- Customer and job files, including signed contracts and mandate details (IBAN, account holder): up to 7 years after the end of the agreement, under the tax retention obligation (Art. 52 AWR).

- Work orders and related documents (such as PDFs and photos): available in our system for three years after the date of the work. After that we keep them in a protected archive, in any case until seven years after the end of the year in which the work took place (tax retention obligation), and delete them afterwards unless further retention is necessary. You can request older documents via our office.
- Treatment and biocides logbooks: at least 5 years in line with biocides regulations.
- Quotations that did not result in an assignment: up to 1 year.
- Email correspondence and service requests: up to 2 years after completion.
- Chat conversations, contact form messages and WhatsApp messages: up to 2 years after the contact was completed, unless the contact leads to a quotation or assignment; in that case the retention period of the relevant file applies.
- Opt-outs from review requests: as long as necessary to avoid contacting you again.
- Newsletter data: until you withdraw your consent or after long-term inactivity (24 months).
- Cookies and website analytics: see Article 12.

8. Sharing with third parties

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

- IT and hosting providers (email, CRM, accounting, website hosting and encrypted backups).
- Banks and payment service providers, for executing payments and direct debits.
- Chatwoot, the provider of our chat software (a cloud service hosted by Chatwoot), for receiving and answering chat messages via our website.
- Google, for measuring advertising results (Google Ads), only with your consent. If you post a review on Google following our request, Google processes that data under its own responsibility and in accordance with its own privacy policy.
- Meta (WhatsApp), if you contact us via WhatsApp; the terms and privacy policy of WhatsApp also apply.
- Subcontractors who carry out work on behalf of SVpestcontrol.
- Accountants, legal advisers and debt collection agencies, where relevant.
- Supervisory authorities and government bodies, where we are obliged to do so.

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

9. Transfers outside the EEA

We aim to process your personal data within the European Economic Area (EEA). If a transfer to countries outside the EEA nevertheless takes place — for example because an IT provider (such as Chatwoot) uses cloud services, or because Google or Meta process data in the United States — 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 protecting your personal data. We take appropriate technical and organisational measures, including encryption of data transfers, encrypted backups, role-based access control (bank details are visible only to staff who need them), regular updates and staff awareness training. In the event of a data breach that poses a high risk to you, we will inform you and the Dutch Data Protection Authority in accordance with Articles 33 and 34 GDPR.

11. Contact via website, chat and WhatsApp

When you contact us via our contact form, the chat on our website or WhatsApp, we process the data you enter or send yourself, such as your name, email address, telephone number and the

content of your message. We use this data to answer your question and, if desired, to prepare a quotation or appointment for you.

The chat is provided through the Chatwoot cloud service. To be able to continue a conversation, the chat stores an identification code in your browser. This is necessary for the chat to function. Part of the conversations may be handled automatically (by a chatbot) before a staff member takes over. No decisions are taken that have legal effect for you.

If you post sensitive data in a chat or message, such as bank details or health information, we ask you not to; we do not need this data to help you. You provide your IBAN for direct debit solely via our contract signing page.

12. Cookies and website analytics

Our website uses cookies and similar techniques. A cookie is a small text file placed on your device. We distinguish:

- **Functional cookies:** necessary for the website to function properly, to remember your cookie choice and for the chat to work (no consent required).
- **Marketing and measurement cookies:** we use Google Ads to measure whether a visit to our website through an advertisement leads to a quotation request or chat. These cookies and measurements are only placed and performed after your consent via the cookie banner. Without consent, no data is sent to Google for this purpose.

Fonts on our website are loaded locally from our own server; no data is passed to Google for this.

You can change or withdraw your cookie preferences at any time via the cookie settings on the website or your browser settings. An overview of the cookies used can be found in our cookie policy on the website. For more information about cookies you can contact the Netherlands Authority for Consumers & Markets (acm.nl) or the Dutch Data Protection Authority (autoriteitpersoonsgegevens.nl).

Our website may contain buttons or links to social media (such as LinkedIn, Facebook or X). SVpestcontrol has no influence on the processing of personal data by these platforms; please read the privacy statement of the platform concerned.

13. Automated decision-making and profiling

SVpestcontrol does not use automated decision-making, including profiling, that has legal effects for you or significantly affects you. Your preferred days and time slots are used solely as an aid when scheduling a visit.

14. 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 mentioned in Article 17 GDPR.
- Right to restriction of processing.
- Right to data portability.
- Right to object to processing based on legitimate interest.
- Right to withdraw consent previously given.

You can submit a request using the contact details in Article 2. We will in principle 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 good time. To verify your identity we may ask for additional information. In certain cases we may not be able to comply, or only partly, with your request, for example because of statutory retention periods or compelling legitimate interests. We will always explain this in writing.

15. 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 do not handle your personal data with care. More information can be found at www.autoriteitpersoonsgegevens.nl. We appreciate it if you contact us first so that we can address your concerns.

16. Changes

SVpestcontrol may amend this privacy statement from time to time, for example in the event of changes in our services or in laws and regulations. We publish the most recent version at www.svpestcontrol.nl. We recommend that you consult this page periodically.

17. Contact

Do you have questions, comments or a complaint 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.