

## Privacy policy

“BM” means BookingManager B.V., also operating under tradename BookingManager.com.

This policy outlines the information we collect from you — and what we do with it.

At BM your privacy is important to us. This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

## Definitions

### Personal Data

Personal data means data about an individual who can be identified from those data.

### Usage Data

Usage data is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

### Cookies & Session Storage

Cookies and session storage are small pieces of data stored on a User’s device.

### Data Controller

Data Controller means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your data.

### Data Processor (or Service Providers)

Data Processor (or Service Provider) means any person (other than an employee of the Data Controller) who processes the data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

## Data Subject

Data Subject is any individual who is the subject of Personal Data.

## User

The User is the individual using our Service. The User corresponds to the Data Subject, who is the subject of Personal Data.

## Information Collection and Use

We collect several different types of information for various purposes to provide and improve our Service to you.

## Types of Data Collected

### Personal Data

We don't share your personal information with anyone; except to provide you with our services, to comply with the law, or to protect our rights.

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, Postal code, City
- Bank account number (IBAN)
- Cookies and Usage Data

We may use your and your customers Personal Data to run anonymous reports on the spending and purchasing habits of various demographics.

Prior to sharing any personal information with BM, you will be asked for consent to process your personal data for limited and proportionate use in compliance with the General Data Protection Regulation (GDPR).

### Usage Data

We may also collect information on how the Service is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

### Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyse our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- Session Cookies. We use Session Cookies to operate our Service.
- Preference Cookies. We use Preference Cookies to remember your preferences and various settings.

### Use of Data

BM uses the collected data for various purposes:

- To provide and maintain our Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our Service
- To monitor the usage of our Service
- To detect, prevent and address technical issues

You understand that by removing consent to process your personal information, your ability to access BM services will be impeded.

### Your Data

As a Provider, your data is inherently yours, and it's our job to keep it safe. We never market to your Bookers or share your data without implicit consent (not assumed by this policy). Credit card information is not stored on our systems. Personal information is protected and is never made available to any other BM client or third party. We safeguard all data collected with industry leading security practices.

### Retention of Data

BM will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

BM will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

## Transfer of Data

Your information, including Personal Data, may be transferred to and maintained on computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located within the EU and choose to provide information to us, please note that we may transfer the data internally within or outside the EU and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

BM will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of your data and other personal information.

## Your business

BM does not access your account unless requested, or for support reasons. Your account may be viewed for training purposes for BM staff.

By accepting the Privacy Policy in registration or by visiting and using BM, you expressly consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy. This Privacy Policy is incorporated into and subject to our Terms and Conditions. In this Privacy Policy, we use the following terms to describe different types of visitors to BM. Our customers are called "Providers" and our Providers' customers are called "Bookers". We use the word "BM" to describe persons of the staff of BookingManager. Together these people are collectively described in this Privacy Policy as "Users" or "You".

## How we use your information

We use personal information in the file we maintain about you, and other information we obtain from your current and past activities on BM, to provide to you the services offered; resolve service and billing disputes; troubleshoot problems; bill any amounts due from you; measure consumer interest in our products and services, inform you about online and offline offers, products, services, events and updates; deliver information to you that, in some cases, is relevant to your interests, such as product news; customize your experience; detect and protect us against error, fraud and other criminal activity; enforce our Terms and Conditions; provide you with system or administrative messages, and as otherwise described to you at the time of collection.

We may also use personal information about you to improve our marketing and promotional efforts, to analyse usage, to improve our content and product offerings, and to customise BM content, layout, and services. These uses improve BM and better tailor it to meet your needs, so as to provide you with a smooth, efficient, safe and customised experience.

If you wish to subscribe to our newsletters, we will use your name and email address to send the newsletter to you. Out of respect for your privacy, we provide you a way to unsubscribe in the email. If you wish to no longer receive our newsletters you can follow the instructions located in the email, or you can contact us at [support@bookingmanager.com](mailto:support@bookingmanager.com).

## What information do we collect?

Once you become a Provider, we require you to submit various contact and identity information, billing information, and other personal information as indicated on the relevant forms.

## Payments

We use third-party services for payment processing (e.g. payment processors). Payment details will only be stored after encryption by the payment processors.

## Children's Privacy

Our Service does not address anyone under the age of 16 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 16. If you are a parent or guardian and you are aware that your Children has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

## Our disclosure of your information

We will share your personal information with third parties only in the ways that are described in this privacy policy. We do not sell your personal information to third parties. The following describes some of the ways that your information may be disclosed in the normal scope of business to provide our services:

### Payment information

We do not store credit card or other payment method information. Our payment processors have the sole and complete responsibility for the storage of credit card and payment information. We may also share personal information with our payment processor intermediaries for risk management and fraud prevention.

Legal requests and business transitions; emergencies.

BM may disclose your personal information (a) to any governmental authority as part of an investigation to determine our compliance with any applicable law, rule, or regulation (including privacy laws, rules, and regulations), (b) in response to a court order, subpoena, discovery request, or other lawful judicial or administrative proceeding, (c) as otherwise required under any applicable law, rule, or regulation, and (d) in good faith, to protect or defend the rights or property of BM and other users and (e) if BM is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

### Business transaction

If BM is involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

## Legal requirements

BM may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of BM
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

## Your use of other persons' information

In order to facilitate the services provided by BM, we allow you in certain circumstances to give other Users limited access to the personal information of other persons. For example, if you are a Provider, you may give access to a staff member to the personal information of your Customers. By entering into our Terms and Conditions, you agree that, with respect to the personal information of other persons that you collect, use and disclose to BM, you have all necessary consents and rights to collect, use and disclose that information as described in this Privacy Policy from time to time, and you agree that the indemnity you give to us in the Terms of Service applies to any non-compliance by you with the foregoing.

## Security

BM strives to protect your personal information. We have implemented reasonable administrative, technical and physical safeguards designed to protect personal information in our custody and control from unauthorised access, use, modification and disclosure of personal information in our custody and control. For example, for security of transactions, we use the Secure Sockets Layer (SSL) protocol, which encrypts any information you send to us electronically. Once BM receives your transmission, we make commercially reasonable efforts to ensure its security on our system. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot warrant the security of any information you transmit to us.

## Other information collectors

Except as otherwise expressly included in this Privacy Policy, this document only addresses the use and disclosure of information we collect. To the extent that you disclose your information to other parties through BM, different rules may apply to their use, collection and disclosure of the personal information you disclose to them. Since we do not control the information use, collection or disclosure policies of third parties, you are subject to their privacy policies. We encourage you to ask questions before you disclose your personal information to others.

## Accessing, correcting and updating your personal information

BM aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data. Please contact us to make the required changes.

If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the right:

- To access and receive a copy of the Personal Data we hold about you
- To rectify any Personal Data held about you that is inaccurate
- To request the deletion of Personal Data held about you

You have the right to data portability for the information you provide to BM. You can request to obtain a copy of your Personal Data in a commonly used electronic format so that you can manage and move it.

Please note that we may ask you to verify your identity before responding to such requests.

#### Data retention

We will retain your information for as long as your account is active or as needed to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

#### Notification of privacy statement changes

We may update this privacy statement to reflect changes to our information practices. We will do our best to notify you when these terms change through our usual channels. We encourage you to periodically review this page for the latest information on our privacy practices.

#### Questions?

It is our goal to make our privacy practices easy to understand. If you have questions, concerns or if you would like more detailed information, please contact us: [support@bookingmanager.com](mailto:support@bookingmanager.com)