

Privacy Statement

We highly value your privacy and the protection of your personal data. In this privacy statement, we explain which data we collect, why we collect it, how we process it, and your rights regarding your data. This privacy statement is prepared in accordance with the General Data Protection Regulation (GDPR) and considers international customers.

Contact Details:

Company Name:	MSupport International BV
Address:	De Pas 21, 6681KC Bommel, The Netherlands
Phone:	+31 (0)481 454664
Email:	info@bits4tours.com
Chamber of Commerce (KVK):	69070083
Management:	JMD Deuschle

Personal Data We Process

We process the following categories of personal data:

- **Identification Data:** Name, address, phone number, and email address.
- **Financial Data:** Payment details and invoice information.
- **Communication Data:** Information you provide via contact forms, emails, or phone calls.
- **User Data:** Login data, IP addresses, and browser information (for website usage).

Special and/or Sensitive Personal Data We Process

We do not process special personal data unless strictly necessary and in compliance with GDPR.

Our website and/or service do not intend to collect data about website visitors under 16 years of age without parental or guardian consent. However, we cannot verify a visitor's age. We advise parents to be involved in their children's online activities to prevent the collection of data without parental consent. If you believe we have collected personal data about a minor without such consent, please contact us at jade@bits4tours.com, and we will delete the information.

Purposes and Legal Bases for Processing Personal Data

MSupport International BV processes your personal data for the following purposes:

- Sending our newsletter and/or promotional materials
- Contacting you via phone or email if necessary for our services
- Informing you about changes to our services and products
- Delivering goods and services

We analyze your behavior on the website to improve it and tailor product and service offerings to your preferences.

The legal bases for processing your data include:

- **Purpose:** Performing agreements
 - **Legal Basis:** Execution of a contract
- **Purpose:** Sending invoices
 - **Legal Basis:** Legal obligation
- **Purpose:** Optimizing our services
 - **Legal Basis:** Legitimate interest
- **Purpose:** Marketing activities (if applicable)
 - **Legal Basis:** Consent

Automated Decision-Making

MSupport International BV does not make decisions based on automated processing that could have significant consequences for individuals.

Retention Periods for Personal Data

We retain your personal data only as long as necessary to achieve the purposes for which it was collected.

- **Invoice Data:** 7 years (as required by tax legislation).
- **Customer Data:** 5 years after the last contact.
- **Marketing Data:** Until withdrawal of your consent.

Sharing Personal Data with Third Parties

We share your personal data with third parties only when necessary for our services. Categories of third parties include:

- Logistic service providers for order delivery.
- IT and hosting providers for secure data storage and processing.
- Marketing and communication tools (e.g., Mailchimp).
- Suppliers for direct product shipments.

We establish data processing agreements with processors to ensure the protection of your personal data. Independent controllers, such as payment providers, process data under their privacy policies.

Cookies or Similar Technologies

We use only technical and functional cookies and analytical cookies that do not infringe on your privacy. You can disable cookies by adjusting your browser settings.

How We Secure Personal Data

We take data protection seriously and implement measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized changes. These measures include:

- Data encryption

- Secure servers with access limits
- Regular system audits

If you suspect your data is not properly secured or notice signs of misuse, contact us at jade@bits4tours.com.

Your Rights

You have the following rights regarding your personal data:

- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object

Submit your request to jade@bits4tours.com. To verify your identity, include a copy of your ID with sensitive details (e.g., photo, MRZ, passport number, BSN) blacked out.

Complaints Procedure

You can file a complaint with the national supervisory authority, the Dutch Data Protection Authority, via this link: <https://autoriteitpersoonsgegevens.nl/en/contact-dutch-dpa>.

Use of Subprocessors

We use subprocessors for specific tasks, such as IT infrastructure management. These parties comply with GDPR and implement adequate security measures.

International Data Transfers

If we process data outside the European Economic Area (EEA), we ensure appropriate safeguards, such as Standard Contractual Clauses (SCCs). For more information, contact us.

Changes to This Privacy Statement

We reserve the right to modify this privacy statement. The latest version is always available on our website. We will inform you of significant changes via email or other communication channels.

Last Updated: January 3, 2025