

# Privacy Statement Freezlab Amsterdam

Please find the Privacy Statement of Cryo Sisters B.V., also trading as Freezlab Amsterdam, Having its registered office in Amsterdam and registered with the Chamber of Commerce under number 63620448 (FA).

## 1. Definitions

In this Privacy Statement the following terms have the following meanings (whether used in the singular or plural):

AP	authority personal data
GDPR	General Data Protection Regulation
Guest:	a natural person who undergoes a Freez Session at FA that has been booked by the Booker;
Booker:	the person booking one or more Freez Sessions;
Freez Session:	a Whole Body Cryo session in a Freezlab chamber;
Data	personal data
Privacy Statement:	this privacy statement;

## 2. Notes to the Privacy Statement

FA processes data from both Booker and Guest. Personal data provided by you may not be processed by FA without restriction. The GDPR is legislation designed to protect the privacy of individuals. The GDPR restricts the permitted use of your personal data by others. Under this legislation FA is obliged:

- to inform Bookers and/or Guests of the way in which and the purposes for which FA processes personal data;
- to inform Bookers and/or Guests who has access to the data;
- to request permission from Bookers and/or Guests for the processing of certain personal data.

FA takes your privacy seriously. That is why FA explains in this Privacy Statement how it handles your personal data, for what purpose FA uses your personal data and for the processing of which data FA must explicitly request your permission.

## 3. Purpose of the use of your personal data

FA asks you to fill in certain personal data when you complete a booking and/or when you visit FA.

FA asks a Booker to provide his/her name, telephone number, postcode and email address and to make a payment. These data are needed to enable FA:

- to take care of the financial and administrative paperwork with respect to the booking, and
- to reach the Booker if necessary.

FA also asks a Guest to provide personal data and information regarding his or her health (the use of medication and any medical history). These data are needed to enable FA:

- to ensure a good and safe Freez Session;
- to undertake the necessary administrative work to link your health data to your personal data;

### Websitevisitors/cookies

We place functional cookies on our website. These are intended to improve the functionalities of our website. We may do this without asking your permission.

We also use Google analytics. We do this in a privacy-friendly manner, according to AP guidelines. To guarantee your privacy, we have a processor Agreement with Google. And we set up Google Analytics in such a way that 1. The last octet of the IP address and 2. Data sharing is turned off. We may also process this data without your permission.

If FA decides to use cookies in the future for which it needs permission, we will inform you about this in advance and ask for the necessary permission.

### Photo

Prior to your first Freez Session, FA will take a photo of the Guest. FA adds this photo in its digital records. FA needs this photo because:

- it enables FA to verify the identity of the Guest during future visits;

- this linking of data is necessary to provide a good and safe Freez Session.

#### Social Media

FA likes to film the experiences of Guests after a Freez Session at its location and to post these videos on its Social Media pages for promotional purposes. FA has a stand with a video camera where you can record your own short video. After the recording, you can decide for yourself whether you agree to FA posting the video on Facebook. You can do this by ticking the option 'Agree' (*Akkoord*) after reviewing the video.

#### Newsletter

You can sign up for our newsletter via our website. In order to be able to send you the newsletter, we process your name and email address. You can unsubscribe from the newsletter using the link at the bottom of each newsletter.

#### **4. What happens with your data?**

FA does not pass on data to third parties, except:

- if it is necessary for processing the agreement FA has with you;
- to comply with a legal obligation;
- to a company that focusses specifically on marketing for FA. Data shared are limited to name and email address. You may unsubscribe from this information at any time.

#### **5. FA protects your Data**

FA protects your Data in the following ways:

- Your Data can only be viewed by FA staff (unless stated otherwise in these Regulations or required to process the agreement with you);
- Every FA employee has a personal username and password to log in to the digital system;
- Our digital system is protected against breaches according to current security standards;
- FA employees have a duty of confidentiality with regard to all personal Data provided to FA;
- Your personal Data will not be kept longer than necessary for proper administration. After that, the Data will be destroyed, unless FA is legally obliged to keep it.

#### **6. Your rights**

Under the GDPR you have a number of rights that can help you protect your privacy, for example:

- Right to information: the right to know whether and which of your Data are processed and for what purpose.
- Right of access: the right to have access to and to obtain a copy of such data, on condition that this does not compromise the privacy of others. Please note that a fee of €5 per copy is charged, which is payable in advance.
- The right to have your personal data rectified, completed (if incomplete) or erased if this should be necessary (right to rectification and erasure). A request to erase (part of) the data concerning your health can be honoured only if retention of those data is not of significant importance to someone else and those data do not have to be retained by virtue of statutory provisions or regulations.
- The right to object: the right to object to the processing of your personal data in certain circumstances.

If you wish to exercise your rights, you can notify FA accordingly in writing/by email. If your request is rejected, we will explain to you why it has been rejected. One reason for this may be that your file contains information that is or may be important to others. FA will respond to your request within 4 weeks of receipt.

If you wish to remove your contact details completely from our system, please send an email to [info@freezlab.nl](mailto:info@freezlab.nl) stating unsubscribe. FA ensures that the deletion of your data will be carried out within 1 month and sends you a confirmation of the deregistration!

#### **7. Complaints**

If you have a complaint about the way FA processes your personal data, please contact FA. We believe it is important that you feel good about the way we handle your Data. FA will try to find a solution together with you. You can also contact the AP. We would appreciate it if you inform us.

#### **8. Contact information**

You can find our current contact details on the FA website [www.freezlab.nl](http://www.freezlab.nl)

If you have any questions about these regulations, want to exercise your rights or have a tip or a complaint, please send a message to [info@freezlab.nl](mailto:info@freezlab.nl)

Please enter "privacy" under subject. Of course we will also handle this Data with care.

### **9. Modification of Privacy Statement**

FA can amend these rule. The most recent version of this statement can be found on our website.