

## Privacy Policy

This Privacy Policy applies to the WashQueen application (hereinafter referred to as the “Application”) for mobile devices, developed by WashQueen (hereinafter referred to as the “Service Provider”), and offered as a free service. The Application is provided “AS IS,” and this Privacy Policy outlines the collection, use, and handling of personal data when you use the Application.

### Information Collection and Use

The Service Provider collects certain information from users when they download and use the Application. This information may include, but is not limited to:

- **Internet Protocol (IP) Address:** The IP address of your device when accessing the Application.
- **Usage Data:** Information regarding the pages of the Application you visit, the time and date of your visit, and the duration of time spent on those pages.
- **Time Spent on the Application:** The overall time spent using the Application.
- **Device Information:** The operating system and version of your mobile device.

The Application does not collect precise location data of your mobile device; however, it may collect approximate location data to enhance geolocation services, analytics, and Application improvements.

### Legal Basis for Data Processing

The Service Provider processes your data based on the following legal grounds:

1. **Consent:** Processing of location data and any data used for marketing purposes is based on your explicit consent. You may withdraw this consent at any time without affecting the lawfulness of processing based on consent before its withdrawal.
2. **Contractual Necessity:** Data processing is necessary for the performance of a contract to which the user is a party or to take steps at the user’s request prior to entering into such a contract.
3. **Legitimate Interests:** Processing is necessary for the purposes of legitimate interests pursued by the Service Provider, such as ensuring the security, performance, and improvement of the Application, except where such interests are overridden by the interests or fundamental rights and freedoms of the user which require protection of personal data.

### User Rights

Under applicable data protection laws, you have the following rights regarding your personal data:

1. **Right of Access:** You have the right to request access to the personal data we hold about you, including information on how your data is processed.
2. **Right to Rectification:** You have the right to request the correction of any inaccurate or incomplete personal data we hold about you.

3. **Right to Erasure (Right to Be Forgotten):** You may request the deletion of your personal data when it is no longer necessary for the purposes for which it was collected, or if you withdraw your consent or object to the processing.
4. **Right to Restriction of Processing:** You can request that the processing of your personal data be limited if you contest the accuracy of the data, the processing is unlawful, or the data is no longer needed by the Service Provider.
5. **Right to Object:** You have the right to object to the processing of your personal data on grounds relating to your particular situation, including when data is processed for direct marketing purposes.
6. **Right to Data Portability:** You can request a copy of your personal data in a structured, commonly used, and machine-readable format, and you have the right to transmit this data to another controller.

To exercise these rights, please contact the Service Provider at [info@washqueen.nl](mailto:info@washqueen.nl). Requests will be handled within the timeframes required by applicable law.

### **Data Transfers Outside the EU**

If personal data is transferred to countries outside the European Economic Area (EEA), such transfers will be carried out in compliance with applicable data protection laws. The Service Provider ensures that appropriate safeguards, such as Standard Contractual Clauses or other legally recognized mechanisms, are in place to protect your data.

### **Security Measures**

The Service Provider takes the security of your personal data seriously and implements a range of technical and organizational measures to protect against unauthorized access, alteration, disclosure, or destruction of your data. Security measures include, but are not limited to:

- **Encryption:** Personal data is encrypted during transmission and storage to protect it from unauthorized access.
- **Secure Servers:** Data is stored on secure servers with access controls to prevent unauthorized access.
- **Access Management:** Only authorized personnel have access to personal data, and such access is granted only to the extent necessary to perform their duties.

### **Cookies and Tracking Technologies**

The Application may use cookies and similar technologies to enhance your experience and gather information about how the Application is used. These technologies help us provide you with a more personalized service and to analyze user behavior. You can manage your cookie preferences through the settings of your device or browser.

### **Notification and Handling of Data Breaches**

In the event of a data breach that is likely to result in a high risk to your rights and freedoms, the Service Provider will notify affected users and relevant supervisory authorities without undue delay, in compliance with applicable legal requirements. The notification will include

the nature of the breach, the likely consequences, and the measures taken or proposed to address the breach.

### **Third-Party Access and Data Sharing**

The Service Provider may share your data with trusted third parties who assist in operating the Application, such as analytics providers, but only to the extent necessary and under conditions that protect your privacy. Third parties are bound by contractual agreements that comply with this Privacy Policy and applicable data protection laws.

The Application may use services provided by third parties that have their own privacy policies. Users are advised to review the privacy policies of these third-party service providers:

- **Google Play Services**

The Service Provider may also disclose your data if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency).

### **Opt-Out Rights**

You may opt out of data collection by uninstalling the Application using standard uninstall procedures available on your device or through your application marketplace.

### **Data Retention**

Personal data will be retained for as long as necessary to fulfill the purposes described in this Privacy Policy, or as required by law. If you wish to request the deletion of your data, please contact the Service Provider at [info@washqueen.nl](mailto:info@washqueen.nl), and your request will be processed within a reasonable timeframe.

### **Children**

The Application is not intended for children under the age of 13, and the Service Provider does not knowingly collect personal data from children under this age. If it is discovered that personal data from a child under 13 has been collected, it will be deleted promptly. Parents or guardians who are aware that their child has provided personal data without consent should contact the Service Provider at [info@washqueen.nl](mailto:info@washqueen.nl).

### **Changes to the Privacy Policy**

This Privacy Policy may be updated periodically to reflect changes in practices, legal requirements, or the Application's features. Any significant changes will be communicated to users through appropriate means, such as in-app notifications, and may require renewed consent. Users are encouraged to review this Privacy Policy regularly to stay informed of any changes.

### **Disclaimer of Liability**

The Service Provider explicitly disclaims any responsibility or liability for:

1. **User Actions:** The Service Provider is not responsible for the actions or omissions of users in connection with their use of the Application.
2. **Third-Party Services:** The Service Provider does not control and is not responsible for the privacy practices or content of third-party services or websites linked within the Application.
3. **Accuracy of Information:** The Service Provider does not guarantee the accuracy, completeness, or reliability of any information available through the Application.
4. **Technical Issues:** The Service Provider is not liable for any interruptions, errors, or technical issues affecting the functionality or availability of the Application.

By using the Application, you agree that the Service Provider is not liable for any damages, direct or indirect, arising out of or in connection with your use of the Application.

### **Your Consent**

By using the Application, you consent to the processing of your personal data as described in this Privacy Policy and any amendments thereto. Continued use of the Application following any changes signifies your acceptance of those changes.

### **Contact Us**

If you have any questions or concerns regarding this Privacy Policy or the Service Provider's data handling practices, please contact us at [info@washqueen.nl](mailto:info@washqueen.nl).