



PRIVACY STATEMENT

This privacy statement applies generally to the collection, processing and use of your personal data ('data processing') and, more specifically, to the use of the TCA website (www.tcataxi.nl) and the use of the TCA app.

We consider it important for you to feel at ease when using our website or our app, and for you to have no concerns about the confidential treatment of your data. We regard protecting privacy as essential and assign high priority to providing users of our services with insight into the processing of their data. For this reason, we take this opportunity to explain which data Taxicentrale Amsterdam B.V. ('TCA') collects, for what purposes we do so and how you at all times can exercise control in respect of your data.

Personal data are data which pertain to the personal or business relationships of a specific natural person, or one to be specified.

Where reference is made below to 'TCA,' this should be understood to mean Taxicentrale Amsterdam B.V., as well as all parties and taxi entrepreneurs affiliated with Taxicentrale Amsterdam B.V.

TCA processes solely those personal data that are needed in order to execute the service you have requested. However, we also use such data in order to improve our services and how they accommodate your needs, as well as to provide you with the information you require. TCA also retains data it needs in order to remain compliant with a range of statutory requirements.

In order to be able to provide you with these services, TCA works in close cooperation with a number of different parties, including those who assist us in maintaining and optimising our software, IT infrastructure and IT security.

Whose (personal) data does TCA collect?

TCA collects the (personal) data of:

1. Passengers who have purchased taxi journeys;
2. Representatives of business contacts;
3. Website visitors;
4. Employees and job applicants;
5. Affiliated taxi entrepreneurs and their employees.

When does TCA collect personal data from you?

TCA collects personal data from you in one or more of the following situations:

1. When you contact TCA by telephone;
2. When you (wish to) purchase services from TCA;
3. When you conclude an agreement with TCA;
4. When you contact TCA, e.g., via email or by means of a contact form;
5. When you use one or more products or applications, or software of TCA, e.g., the TCA app;



6. When you visit the TCA website;
7. When you follow TCA on social media or place a review about TCA on a review platform.

Legal basis and purposes of data processing

Agreements with TCA

The data you provide to TCA in the context of an agreement are used by TCA to implement the agreement; TCA also uses such information to personalise product information and to inform you about matters connected to the agreement. TCA also uses the personal data provided to improve its service provision, for example, to shorten the time it takes to send taxis to customers as well as taxi availability.

In this regard, both the execution of a taxi journey via TCA and downloading the TCA app are defined as agreements.

Contact with TCA

When you contact TCA to order a taxi or to request information, for it to be able to provide the service or information you have requested and/or answer your questions, TCA must process the personal data you provide.

Website visit

When you visit our website, we keep a record of your general visit data and click behaviour in order further to optimise how the site is organised and how information is obtained. In addition, cookies may also be created and stored on your computer, smartphone or tablet while you are using the site, to optimise how the site functions. Concerning how we use cookies, see also: *Use of cookies*, below.

Purposes for using personal data

TCA uses the personal data you have provided to us by telephone, via the TCA app/website or in another manner for the following purposes:

- (i) To implement agreements between you and TCA or to execute taxi journeys, possibly via external parties (apps);
- (ii) Security for drivers and passengers can be provided by means of a camera fitted in taxis; taxi entrepreneurs have the option to install and use such a camera, on their own responsibility, for this purpose. The use of such cameras is subject to stringent regulations. Images obtained in this manner may solely be viewed for a period of a few days subsequent to the journey in question and can only be requested on authority of the police;
- (iii) To satisfy statutory obligations, e.g., pursuant to the taxi legislation of the Municipality of Amsterdam or, in some cases, an obligation of retention for tax purposes;
- (iv) To analyse, further develop and optimise the services and website of TCA;
- (v) For other business purposes, e.g., data analysis, reporting or audits;
- (vi) For the security of the TCA website and other products (e.g., applications or software) and to prevent fraud or misuse of the website and/or of other products, e.g., applications or software.



Data minimisation

Concerning every step of data processing, viz., data collection, data storage and data use, we strictly adhere to current data protection legislation. TCA shall process your personal data solely if and to the extent that it is needed for the purposes mentioned above. We shall not use your personal data for any other purpose without prior consent from you, and shall never sell, rent or pass it on to third parties for marketing purposes. Within or organisation, solely those departments and employees who require it for executing their activities are given access to your personal data.

Use of cookies

What are cookies?

TCA uses cookies and other, comparable pieces of data. Cookies are small (text) files which are created and stored on your computer, tablet or smartphone while you are using the TCA website. The cookies stored on your computer via the TCA website cannot adversely affect your device or the files stored on it.

Types of cookies

TCA uses functional and analytical cookies in order further to improve its service provision. Below, we explain what these cookies are and what TCA does with them.

Functional cookies

Functional cookies ensure that the website functions properly and, for example, that you can view your account information.

Analytical cookies

TCA uses Google Analytics to keep a record of how users use the website. Your computer's IP address is passed on to Google and stored by Google on servers administered by Google. For more information, we refer you to Google's privacy policy.

A cookie opt-out is available for such analytical cookies. Further information on this topic is available via the following link: <https://tools.google.com/dlpage/gaoptout>

TCA also uses Adjust to keep track of how users use the TCA app. The address of your mobile telephone (mobile ID) is passed on to and stored by Adjust on servers administered by Adjust. For more information, we refer you to Adjust's privacy policy: <https://www.adjust.com/gdpr/>

Refusing cookies

The use of cookies is optional. If you do not wish to use cookies, you can adjust your browser settings accordingly. You can also remove cookies installed on your computer, tablet or smartphone at any time.



Newsletter

You can provide your email address in order to receive our newsletter. With the newsletter, we will keep you abreast of special offers, as well as products and services that may be of interest to you. Solely with your explicit consent will this email address be added to the list of subscribers. The list of subscribers is not passed on to third parties. Every issue of the newsletter includes a deregistration button. In principle, your data will only be processed/retained while your consent is in effect. You can, of course, at any time withdraw your consent by sending us an email to that effect at: marketing@tcataxi.nl.

Security

For the processing of personal data, TCA employs a security level which, based on the present state of technology, must be sufficient to prevent unauthorised access, modification or publication, or the loss of your personal data.

Should you nevertheless conclude that unauthorised use of your personal data has taken place, we kindly request you to notify us of this by sending an email to:

privacy@tcataxi.nl.

Consent

We shall not use your personal data for any purpose other than those set out above, unless you have given us your consent to do so or in the event that TCA is obliged to process the data pursuant to a statutory obligation (e.g., for national government agencies).

In all cases in which you have given consent for a specific processing of data, you have the right to withdraw that consent. Although this shall have no consequences for past events, it will mean that we may no longer process the data in question. It could mean that TCA can no longer provide you with certain services.

Your rights

Under the General Data Protection Regulation, you have a number of rights with respect to your personal data and the processing thereof:

Right of access

Should you wish to inspect the personal data pertaining to you which TCA has stored and processes, you can request to do so via privacy@tcataxi.nl.

Right to rectification

If, subsequent to an access request, you have inspected your data and wish to make changes to them and are unable to do so via your account, you can submit to TCA a request to do so. Based on your request, TCA itself will change, improve, supplement, remove or ring-fence your data, to the extent that this does not contradict a statutory obligation with which TCA must comply.

Right to restrict processing

Further, you have the right, subject to certain terms and conditions, to request TCA to restrict the processing of your data.



Right to object

In the event that a certain processing is carried out on the grounds of the 'legitimate interests' of TCA or a third party, you have the right to lodge objection to such processing.

Data portability

You have the right to obtain your data from TCA. TCA shall provide them in a structured and widely used form which can easily be opened in other widely used digital systems, such that you will also be able to place your data with another provider.

Withdrawal of consent

In all cases in which your consent forms the basis for a certain processing of data, you have the right to withdraw such consent. Although this shall have no consequences for past events, it will mean that we may no longer process the data in question. It could mean that TCA can no longer provide you with certain services.

TCA's response

Requests can be sent to privacy@tcataxi.nl. TCA shall grant your request as rapidly as possible and, in any case, not later than one (1) month after TCA has received your request. In the event that TCA rejects your request, we shall explain the reasons for this in our response.

Where can you direct complaints/queries to?

Should you have questions concerning this privacy statement or the manner in which TCA uses or processes your data, you can email us at: privacy@tcataxi.nl. You also always have the option to contact the competent national data protection authority: the [Dutch DPA](#).

Third parties

We shall not pass on your personal data to third parties without your consent, unless:

1. It is necessary in the context of the execution by TCA of its service provision;
2. TCA, by virtue of a statutory obligation or in an emergency, is obliged to pass on personal data to a government agency;
3. A reorganisation or transfer of company activities takes place at TCA, such that, as a result, TCA must transfer personal data to another organisation.

TCA reaches proper agreements with third parties concerning security requirements in respect of your personal data and lays these down contractually.

Privacy statement concerning third parties

On the TCA website, you will find a number of links to external websites. TCA cannot be responsible for the manner in which such external parties handle your data. Further, we refer you to the privacy statements of the external websites in question.

**Retention period:**

TCA shall not retain your personal data for longer than necessary for the purposes for which they have been collected.

TCA's contact details

Should you have any queries concerning this privacy statement, please feel free to contact us. Our contact details are as follows:

Name: Taxicentrale Amsterdam B.V.

Address: Wisseloordplein 2, 1106MH, Amsterdam-Zuidoost

Email address: privacy@tcataxi.nl

Chamber of Commerce: 33268902

Changes

This privacy statement is subject to change at any time. The most up-to-date version of the privacy statement can be found on our website.