

Privacy Statement Relationboost B.V.

For Relationboost B.V. (hereinafter: 'Relationboost'), the protection of personal data is of the utmost importance. We also believe it is important to provide you with clear and transparent information on this matter. In this privacy statement, we provide information about what we do with your personal data. This privacy statement applies to all our services, including visits to our website and the use of our online application. This privacy statement may change from time to time. The most recent version of the privacy policy is always available on our website. If you continue to use this website and/or the app after we have made changes, this will be deemed to constitute your acceptance of those changes.

Version March 2026

What personal data do we process?

Relationboost collects (personal) data in order to provide services. Relationboost may, among other things, collect and process the following personal data from you:

1. Registration details: when you register, Relationboost collects your email address.
2. Chat data: conversations may be used in anonymised form for research purposes.
3. IP-addresses: for guest users and registered users, IP addresses are recorded alongside chat data and stored for security and monitoring purposes.
4. Payment details: we may collect the necessary payment details. These are processed securely by a third-party payment processor.

We expressly request that you do not provide any further special categories of personal data when using our website and/or online application. If you do provide personal data that is classified as special categories of personal data under the GDPR, we will process this data solely for the purpose of providing the services, only to the extent that you provide it yourself and with your explicit consent (Article 9(2)(a) of the GDPR).

Why do we process your personal data?

There are various reasons why we may process your personal data. For example, we process your personal data in connection with:

- providing our services via the online application;
- improving our services, products and customer communications;
- monitoring security and detecting misuse;
- invoicing and administration, processing payments and complying with legal obligations;
- to send newsletters or updates if you have given your consent.

On what legal grounds do we process your personal data?

Any organisation that processes personal data may only do so if there is a legal basis for doing so. We process personal data on the following legal grounds:

- performance of a contract;
- legitimate interest;
- legal obligation;
- your explicit consent.

How long do we retain your personal data?

We do not retain personal data for longer than is necessary for the purpose for which we process your data. If we no longer need your personal data for that purpose, we will delete it. However, we are sometimes obliged to retain your data for longer, for example to comply with a legal obligation. We periodically review our retention periods to ensure we always comply with data protection regulations.

<i>Details</i>	<i>Retention period</i>
Registration details	Up to 6 months after the last activity or closure of the account
Contact details	Up to 6 months after the activity
Chat conversations and intake details	Up to 6 months after the last activity
Payment details	7 years (legal obligation)
Backups	Up to 30 days
Fully anonymised data	Indefinitely for statistical purposes

Who might we share your personal data with?

Relationboost uses third-party services, including OpenAI's ChatGPT system. There may be other parties that process your personal data. These services are contractually obliged to process your data securely and in accordance with data protection legislation.

In some cases, other parties assist Relationboost in processing your data. Relationboost may also be required to share your personal data with other parties. We may share your personal data with the following parties:

- external IT suppliers and technology partners, such as hosting providers, cloud providers and AI technology providers, for the maintenance and support of the application;
- financial service providers for administrative purposes.

International data transfers

Some of our technology partners – such as OpenAI – may be located outside the European Economic Area (EEA). Where data is processed outside the EEA, we ensure appropriate safeguards regarding the level of protection, such as:

- Standard Contractual Clauses (SCCs) of the European Commission;
- additional security measures;
- contractual agreements on data protection.

How do we protect your personal data?

We take both technical and organisational measures to protect the personal data we process. We do this by selecting the appropriate level of security, tailored to the risk involved. In doing so, we consider the latest technology, the costs of the measures, and the nature of the data we process.

We regularly carry out checks on our security procedures to identify and address potential vulnerabilities.

Cookies

Our website uses functional, analytical and marketing cookies. Further information on this can be found in our cookie policy. You can disable cookies via your browser settings, but this may affect the functionality of the website.

What are your privacy rights?

If we process your personal data, you have certain rights under the GDPR. Would you like to exercise these rights? If so, please send us a message. Please specify which right (or rights) you wish to exercise. Our contact details are at the bottom of this privacy statement.

Always clearly state who you are. This way, we can be sure that we do not amend or delete the wrong person's data. We may not be able to, or permitted to, comply with your request. This depends on various factors. We will always let you know if this is the case. Would you like more information about your rights? Please visit the website of the Dutch Data Protection Authority.

We normally process your request within one month. Unfortunately, it sometimes takes longer. In that case, we will contact you to explain why we need more time.

You have the following rights, amongst others:

Right of access

Would you like to know what personal data Relationboost processes about you? If so, you can submit a request for access. Please specify in your request exactly what information you wish to access.

To protect users' privacy and ensure the anonymity of conversations, users cannot request stored chat data or access to it. There is a link to the email address used for account management, but this link does not provide access to chat data.

Note: Upon termination or expiry of the agreement, your access to the paid features of the application will be terminated. However, you will retain access to your account for a period of time to view previously generated results and data (read-only access). If you do not use your account for a continuous period of six (6) months, or if you delete your account yourself, Relationboost is entitled to permanently delete the account and all associated (chat) data. This is explained in further detail in Relationboost's term and conditions.

Right to be forgotten

You may ask us to erase your personal data. However, we feel it is important to inform you that we may not be able to, or permitted to, erase all of your personal data. We will, however, always inform you of this.

Right to withdraw consent

Does Relationboost process your personal data on the basis of your consent? If so, you may withdraw your consent at any time. From that point onwards, we will no longer process your personal data, unless there is (also) another legal basis for processing your data.

Minors

Our services are intended solely for individuals aged 18 and over. We do not knowingly collect personal data from minors. If we discover that we have collected personal data from a minor, we will delete it as soon as possible.

Submit a complaint

If you wish to submit a complaint regarding the use of your personal data, please send an email to administratie@relationboost.nl. We will investigate and handle every complaint internally and keep you informed.

You also have the right to submit a complaint to the supervisory authority at any time. In the Netherlands, this is the Dutch Data Protection Authority.

Contact details

Relationboost B.V.

E-mailadres: administratie@relationboost.nl

Chamber of Commerce number: 99718545