voetbalHQ B.V.
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Privacy Statement voetbalHQ B.V.

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This is a translation of the Dutch text. In the event of any discrepancy, the Dutch text prevails.

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This statement concerns the personal data for which voetbalHQ B.V. itself is responsible: the websites, requests, the customer relationship, contracts, payments and support.

Who are we?

voetbalHQ B.V., Maarssenbroeksedijk 41, 3542 DM Utrecht, the Netherlands. Chamber of Commerce (KvK) number 42192292. Please send questions about privacy to info@voetbalhq.nl.

Two roles

The club is responsible for the data in the Platform. The club itself enters the data of players, parents, staff, attendance, conversations and documents. The club determines the purposes for which this is done. voetbalHQ acts as processor for that data and works in accordance with the Data Processing Agreement with the club. If you have a question about that data, or if you wish to access it or have it deleted, please contact your club. voetbalHQ assists the club in this.

voetbalHQ is responsible for its own administration. This statement applies to that administration.

What data, for what purpose and for how long?

Processing	Data	Legal basis	Retention period
Demonstration and contact requests	Name, club, position, e-mail address, telephone number, number of teams, message	Legitimate interest: answering your question	No more than 2 years after the last contact
Request for a free trial period	Club, town, teams, package, start period, name, position, e-mail address, telephone number, declarations made with the request	Steps taken prior to entering into a contract; legitimate interest	Not converted: no more than 2 years. Converted: for as long as the contract file is retained
Proof that terms and conditions have been accepted	Name, role, club, document version, time, encoded representation of e-mail address and IP address	Legitimate interest: being able to demonstrate what was agreed	With a contract: 7 years after its termination. Without a contract: 2 years after the request
Confirmation and start of the trial period	Club, recipient, date sent, trial dates, document versions, administrator who sent the confirmation	Performance of the contract; legitimate interest	As for the proof of acceptance
Commercial contacts	Club, name, position, business contact details, contact history	Legitimate interest; you can object at any time	No more than 2 years after the last contact
Contract and signing	Name, position and e-mail address of signatories, time, proof of signing	Performance of the contract; legitimate interest	7 years after the termination of the contract
SEPA direct debit mandate and verification payment	Account holder name, address, IBAN, mandate reference, details of the verification payment of EUR 1.00	Performance of the contract; legal obligation	Provisionally 7 years after the termination of the contract, pending confirmation by the bank
Invoicing and payments	Invoice details of the club and contact person, payments	Legal obligation	7 years
Support	Name, e-mail address, ticket content, attachments	Performance of the contract	Content and attachments: until the club data is deleted. Thereafter, anonymised core data: no more than 2 years
Administrative actions on the Platform	Administrator, time, action, record concerned	Legitimate interest; security	2 years
Transfer and deletion requests	Requester, position, encoded e-mail address, handling	Legitimate interest: proof of handling	Name: 2 years after completion. The deletion register itself contains no club individuals and is retained for as long as it is needed as proof
Security and log files	IP address, time, page requested, browser information; for forms, a hash of the IP address and the browser data	Legitimate interest: operation and security of our services	Regular server logs: usually approximately one month. Hash of the IP address and browser data for forms: 90 days. See "Server logs" below
Form security (Cloudflare Turnstile)	IP address and technical characteristics of your browser and device (including the user agent and a technical characteristic of the secure connection), the website and form on which the check takes place, time and result of the check	Legitimate interest: protecting our forms against spam and automated abuse	voetbalHQ itself does not store the data from the check. An encoded reference (hash) to a successful check remains in your session for a maximum of 5 minutes. Our application logs only record the result, without the IP address; see "Server logs" below. For Cloudflare: see "With whom do we share data?" below
Website statistics (Google Analytics)	Pages visited, referring page, browser and device data, IP address of your browser, a random visitor number and,	Consent	Cookies: 13 months. User-level and event-level data in Google Analytics: 2 months; this period is not extended by a new visit. The retention period

Processing	Data	Legal basis	Retention period
	when a form is submitted, the type of form		of two months applies to user-level and event-level data to which the data retention limit of Google Analytics applies. Other retention periods may apply to aggregated report data

After all applicable periods have expired, voetbalHQ also deletes the remaining data of the club, including the club record. A club can always become a customer again; after final deletion, it will be given a new, empty club environment.

You are not obliged to provide data, but without data we cannot carry out your request or the contract. We do not use automated decision-making that has legal effects for you.

Server logs

When you use our websites and our platform, our servers process technical data, including IP addresses, times, pages requested and browser information. This data is used for the operation and security of our services and for investigating malfunctions.

Regular website, access and application logs are periodically deleted automatically. A retention period of approximately one month usually applies to the regular server logs. Security logs may be retained for longer where this is necessary to prevent, investigate or deal with security incidents.

Data that is necessary for a specific incident may be retained for the duration of the investigation and its handling.

For the forms on our website, we also store a hash of your IP address (a derived value, not a readable IP address) and the browser data, in order to detect misuse. We erase this after 90 days. The retention period in the table above applies to the request itself.

With whom do we share data?

We do not sell data. We only share it where necessary:

- **Hosting, e-mail and back-ups:** a hosting service provider supplies the server on which the websites, the database and the e-mail run, as well as the back-up service. Back-ups are encrypted and retained for no more than six months.
- **voetbalHQ's bank (Rabobank):** for direct debit mandates and payments.
- **Google (Google Analytics):** only if you give your consent on voetbalhq.nl or voetbalhq.be, for statistics on the use of the websites; not for advertising. More information can be found in the cookie statement.
- **Cloudflare (Cloudflare Turnstile):** as soon as you start to fill in or submit a form on voetbalhq.nl or voetbalhq.be (contact, demonstration, request for a trial period or response to an invitation for a friendly match), a security check provided by Cloudflare, Inc. is loaded. It checks whether the form is submitted by a person and not by an automated program. For this purpose, Cloudflare receives your IP address and technical characteristics of your browser and device from your browser. When the form is submitted, our server sends the result of the check (a single-use code) together with your IP address to Cloudflare for confirmation. We do not send the content of the form to Cloudflare. Without this check you cannot submit the form; you can always e-mail us at info@voetbalhq.nl instead. Cloudflare has two roles in this:
  - **As our processor**, Cloudflare carries out the check on our behalf. Under Cloudflare's data processing agreement, these data are retained for as long as necessary to provide the service, and no longer than until the end of our agreement with Cloudflare. They are then deleted or returned, except to the extent that the law requires longer retention. Cloudflare does not state a fixed retention period per data item.
  - **As an independent controller**, Cloudflare also uses these data to improve its own technology for recognising automated programs, on the basis of its own legitimate interest. Cloudflare is itself responsible for this, and Cloudflare's privacy information on Turnstile and Cloudflare's privacy policy apply; Cloudflare does not state a

retention period for this. You can direct questions about this to Cloudflare's data protection officer at dpo@cloudflare.com. For your rights regarding the check on our forms, you can contact us.

- **YouTube (Google) and Vimeo:** if the club uses videos, the Club Portal only loads a video when you start it yourself; YouTube via youtube-nocookie.com and Vimeo with the 'do not track' setting. In doing so, these parties receive the IP address of your browser.

The server is located in Germany. Our hosting service provider in principle processes the data within the European Economic Area (EEA). Transfer to a country outside the EEA is only permitted where it is necessary, and then only with the safeguards prescribed by the GDPR. Google and Vimeo may also process the data they receive directly from your browser outside the EEA, including in the United States. For Google Analytics, the following applies: Google LLC is certified under the EU-U.S. Data Privacy Framework and relies on it for the transfers to which it applies. Where necessary, the standard contractual clauses of the European Commission may serve as a safeguard. Cloudflare, Inc. is established in the United States. Under Cloudflare's data processing agreement, Cloudflare and its sub-processors may also process data outside the EEA. Transfers to Cloudflare are governed by the EU-U.S. Data Privacy Framework; if Cloudflare's certification under it lapses, the standard contractual clauses of the European Commission included in that agreement apply.

Your rights

You may access your data, have it corrected or have it deleted. You may also request restriction of processing or data portability, and object to processing based on legitimate interest. You can withdraw any consent you have given at any time. For statistics on the websites, you can do so via 'Cookie settings' at the bottom of every page. Send your request to info@voetbalhq.nl.

If you disagree with how we handle your data, you can lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). If you live in Belgium, you can also do so with the Belgian Data Protection Authority (Gegevensbeschermingsautoriteit).

Changes

We amend this statement if the processing operations or the law change. The current version, with its version number and date, is available on this page.