

Privacy statement myNetpay

In this privacy statement you can read how the service provider handles your personal data. The service provider attaches great importance to your privacy. We handle and secure your personal data with the utmost care. Processing of personal data is done in accordance with the requirements of the General Data Protection Regulation. This privacy statement describes how the service provider handles personal data.

1. What data do we process?

Depending on the services and functionalities you use, we may process the following personal data, among others:

- ✉ Identification data, such as your name, surname and date of birth;
- ✉ Contact information, such as your (email) address, (mobile) telephone number, (billing) address;
- ✉ Transaction data, such as credits and debits;
- ✉ Financial details, such as your bank account number (in case you want to request a refund);
- ✉ Data about online behavior and preferences, such as the IP address of your mobile device or your computer and the pages you visit on the Xafax website or apps;
- ✉ Data that you share with our contact services, correspondence with Xafax and support data (telephone, chat conversations and e-mail).

2. Basis of Processing

We only use your personal data on the basis of the principles below. If you no longer appreciate certain information or contact, you can always indicate this and we will, where possible, stop such processing of your data as soon as possible.

Legitimate interest

We may also use certain data when we have a 'legitimate interest' in doing so, for example preventing and combating abuse and fraud, analyzing the use of our products and services in order to continuously provide the best possible service or the security of monitor your transactions and our business operations.

Permission

In a number of cases you can give us explicit or implicit permission to process personal data. For example, in the app you can choose to share your location data and to use images to personalize your account.

Agreement

If you use myNetPay or have downloaded the myNetPay app, we need your personal data to process a payment. In order to fulfill our agreements with you and to offer our services properly and securely, we need personal data from you. For example, we need contact details to keep you informed of relevant developments, and we store correspondence to provide you with better service.

Legal obligation

We may also have a legal obligation to use your information.

3. Purposes of Processing

We use your personal data for the following purposes:

- ✉ To give you access to your account, offer you the opportunity to buy credit, process your order and use our functionalities and services;
- ✉ Checking your account, token/pass or other information that is added;

- ✘ Processing payment transactions, delivering tokens/cards, securing the platform and accounts, identification purposes and providing services;
- ✘ Enforcing the terms of use of (my)NetPay;
- ✘ Complying with laws and regulations;
- ✘ Assisting third parties in providing products/services that you request from third parties;
- ✘ Resolving disputes and disputed payment transactions;
- ✘ Recognizing, preventing, limiting and combating abuse and fraud;
- ✘ To maintain contact with you, provide you with information and handle questions, requests or complaints;
- ✘ Gaining insight into the use of our products and services by performing data analysis to improve them.

4. Data Sharing with Third Parties

The service provider does not provide personal data to third parties other than pursuant to the law, at your request or to processors who perform certain activities on behalf of the service provider (such as the mail tool provider, the CRM provider, hosting party and IT administrator).

5. Security

We take appropriate security measures to limit misuse of and unauthorized access to your personal data. We have an information security policy for this. In this way we ensure that only the necessary persons have access to the data, that access to the data is protected and that our security measures are regularly checked.

6. Cookies

The website uses functional cookies to enable you as a user of our website to use the functionality of the website. These cookies are necessary for the display of the requested web pages and the associated functionalities, or for the performance of the requested service.

7. Privacy Rights

You have the right to inspect, correct and delete your data. In addition, you have the right to request us to limit the processing of your personal data and to object to the processing of your personal data.

You also have the right to request that we return the personal data that you have provided to us or the data that we store for the performance of the agreement in a structured, commonly used and machine-readable form. This is called data portability.

8. Do you have questions or complaints?

For questions or complaints about this privacy statement and the processing that the service provider carries out, you can contact us.

9. Change Privacy Statement

We reserve the right to amend this privacy statement. Changes will be published on this website. The service provider therefore advises the user to regularly check this page to see if any changes have been made. The current privacy statement was updated on 01-01-2023.