

# PRIVACY STATEMENT XCM

## Introduction

XCM takes your privacy very seriously and shall handle your personal data with the utmost security and care. In this Privacy Statement you will learn how we handle your data as well as learn about your rights concerning our processing of your data. We advise that you read this Privacy Statement thoroughly. Should you have any questions or remarks, please contact us at [bas.kunnen@x-ceptionalmusic.com](mailto:bas.kunnen@x-ceptionalmusic.com).

## Who is XCM?

XCM is the eenmanszaak X-ceptional Music Productions / Loud & Clear, with registered office at (3311 RN) Dordrecht listed at the Traderegister of the Dutch Chamber of Commerce under 13040055.

XCM is as the controller ultimately responsible with regard to the processing of your personal data.

## How does XCM use your personal data?

Underneath you will find an overview of the purposes for the processing of your personal data. You will also find a specification of which data XCM uses for that specific purpose, the legal justification, and the amount of time XCM keeps this data. For clarity's sake, we have categorised the purposes.

### *Services, customer management and financial administration*

Purpose:	Financial administration
Information:	Company name, Billing address, Bank details, Outstanding balance
Legal basis:	Legal obligation
Storage period:	As long as necessary for this purpose

Purpose:	Order Management
Information:	Home address, Delivery address, Billing address, Email, Phone, Payment information, Order Number, Complaint content, COC number, VAT number, Customer number
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose

Purpose:	Handling complaints
Information:	Home address, Delivery address, Billing address, Email, Phone, Payment information, Order Number, Complaint content, COC number, VAT number, Customer number
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose

Purpose:	Invoicing
----------	-----------

Information:	Home address, Delivery address, Billing address, Email, Phone, Payment information, Order Number, Complaint content, COC number, VAT number, Customer number
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose
Purpose:	Services
Information:	Home address, Email, Financial data, Data necessary to provide the service, Data generated by the service
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose
Purpose:	Handling complaints
Information:	Home address, Email, Financial data, Data necessary to provide the service, Data generated by the service
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose
Purpose:	Invoicing
Information:	Home address, Email, Financial data, Data necessary to provide the service, Data generated by the service
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose

### *Marketing*

Purpose:	Newsletter
Information:	Name, Home address, Email, Phone, Social media account, Billing address Legitimate interests
Legal basis:	Legitimate interests
Interest concerned:	Commercial interests
Storage period:	As long as necessary for this purpose
Purpose:	Social media marketing
Information:	Name, Home address, Email, Phone, Social media account, Billing address Legitimate interests
Legal basis:	Legitimate interests
Interest concerned:	Commercial interests
Storage period:	As long as necessary for this purpose

### **How did we obtain your personal data?**

XCM has obtained your data because you have provided this data to us. .

### **What are your rights?**

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

#### **Access**

You may access your personal information and make any necessary changes in your account. If

you would like to see which personal data XCM has obtained about you, you may exercise your right of access by submitting a request to XCM.

#### *Making changes*

If you wish to make changes to the personal information that you have seen as a result of a request for access and you are unable to make the changes yourself in your account, you may request that XCM makes these changes for you. You may request that XCM modifies, corrects, supplements, erases or shields your information.

#### *Restriction of processing of personal data*

You also have the right, under certain conditions, to ask XCM to restrict the processing of your personal data.

#### *Right to object*

If processing of your data takes place on the grounds of 'legitimate interest' by XCM or a third party, you have the right to object to that processing.

#### *Portability of data*

You have the right to obtain your personal data from XCM. XCM will provide this in a structured and commonly used format, which can easily be opened using commonly used digital systems.

#### *Withdrawing consent*

When the legal basis for a particular processing is your explicit consent, you have the right to withdraw that consent. This does not affect past processing, but does mean that we will no longer be allowed to process this data in the future. It may also result in XCM no longer being able to provide you with certain services.

#### *Response from XCM*

A request can be sent to [bas.kunnen@x-ceptionalmusic.com](mailto:bas.kunnen@x-ceptionalmusic.com). XCM will comply with your request as soon as possible and in any case no later than one (1) month after XCM has received such a request. If XCM rejects your request, we will indicate in our reply why the request was rejected.

#### *Recipients of your personal data*

It is possible that XCM is required to submit your data to a third party, for example to fulfil a legal obligation.

### **Transfer to third countries or international organisations**

It may be necessary, for instance for technical and operational reasons, to transfer your (personal) data to affiliates of XCM located outside the European Economic Area. Due to the possibility that the regulations in the area of privacy protection do not offer the same protection

as within the European Economic Area, XCM will use the Privacy Shield or the EU Model Clauses to protect your privacy as much as possible. If that is not possible, XCM will ask your consent to transfer your (personal) data to countries that do not maintain an adequate protection level. You may withdraw your consent at any time.

### **Can changes be made to this Privacy Statement?**

This Privacy Statement is subject to changes. We therefore advise you to regularly read the Privacy Statement for any such changes.

### **Questions, remarks, and complaints**

If you have any questions regarding this Privacy Statement or the way in which XCM uses your data, you can send an e-mail to [bas.kunnen@x-ceptionalmusic.com](mailto:bas.kunnen@x-ceptionalmusic.com). If you have a complaint about the way your data is processed, please send an e-mail to [bas.kunnen@x-ceptionalmusic.com](mailto:bas.kunnen@x-ceptionalmusic.com). Furthermore, you always have the right to contact the competent national data protection authority. In The Netherlands, this is the [Autoriteit Persoonsgegevens](#).