



# OPENCLAIMS

## PRIVACY STATEMENT

### INTRODUCTION

We are aware of the trust you place in us. We also believe it is our responsibility to protect your privacy. By means of this statement, we inform you what data we collect when you visit our website, why we collect this data and how this helps us improve your user experience. In this way, you understand how we work.

This privacy policy applies to Openclaims services. Please be aware that Openclaims is not responsible for the privacy policy on other sites and sources.

Openclaims respects the privacy of all users of its site and ensures that the personal information provided to us is treated with the utmost confidentiality.

# HOW WE USE THE COLLECTED DATA

---

## Use of our services – performance of a contract (Art. 6(1)(b)).

When you sign up for one of our services we ask you to provide personal information. This information is used to enable the performance of the service. The data is stored in the EEA on Openclaims' own secure servers or those of a third party service provider (i.e. cloud hosting, analytics platforms, and CRM tools) with whom we have privacy and processing agreements in place. We shall at no time combine this data with other personal details available to us.

## Communication – legitimate interest (Art. 6(1)(f)).

When you send us e-mail or other messages, we may retain these messages to facilitate a possible communication follow-up and to ensure efficiency in our internal processes. We sometimes ask for your personal details that are relevant to the situation in question. This makes it possible to process your questions and respond to your requests. We shall at no time combine this data with other personal details available to us.

## Cookies – consent (Art. 6(1)(a)).

We collect data for research in order to gain better insight into our website visitors, so that we can tailor our services accordingly. This website uses “cookies” (small text files that are placed on your computer) to help the website to analyze how visitors use the website. Openclaims uses the following cookies (opt-in):

Cookie Name	Category	Purpose	Duration	Type
_hs_cookie_c at_pref	Necessary	Stores the visitor's cookie consent preferences	180 days	First party
_Secure- ENID	Necessary	Security cookie used to prevent cross-site request forgery	396 days	Third party (google)
_cf_bm	Necessary	Cloudflare bot management — distinguishes between human visitors and automated traffic	Session	Third party (Cloudflare)
_cfuvid	Necessary	Cloudflare — identifies individual users sharing an IP address for the purpose of applying user-level rate limiting on protected endpoints	Session	Third party (Cloudflare)
_hssrc	Analytics	HubSpot — detects when a new browser session starts; used to determine whether HubSpot should increment the session count	Session	Third party (HubSpot)
_hssc	Analytics	HubSpot — tracks sessions and determines whether to increment the session count and contact number in HubSpot analytics	Session	Third party (HubSpot)

_hstc	Analytics	HubSpot — main cookie for visitor tracking; stores visitor identity, session start, previous session, current session count and page view count	180 days	Third party (HubSpot)
hubspotutk	Analytics	HubSpot — tracks a visitor's identity and associates it with form submissions; used to deduplicate contacts in HubSpot	180 days	Third party (HubSpot)

### Purposes

We do not collect or use information for purposes other than those described in this privacy policy unless we have obtained your prior consent to do so.

### Special personal data

Openclaims does not collect special personal data falling under GDPR Art. 9 (Racial, ethnic, political, religious, trade, genetic, biometric, health or sexual data)

### Third parties – legal obligation (Art. 6(1)(c)).

We do not share information with third parties unless strictly necessary for the performance of our services.

In addition, it may be necessary to disclose your information to comply with applicable law. In some cases this information may be shared internally. Our staff are required to respect the confidentiality of your details.

### Changes

This privacy statement is tailored to the use of and possibilities on this site. Any adjustments and/or changes to this site, may lead to changes in this privacy statement. We would therefore recommend you check this privacy statement regularly.

### Options for personal data

We offer all visitors the opportunity to view, change or delete all personal data that is currently provided to us. To do this, you can contact us at any time. See your specific rights and contact details below.

### Change/unsubscribe from the newsletter service – consent (Art. 6(1)(a)).

At the end of every mailing you are provided the possibility to change your details or unsubscribe. To do this, you can contact us at any time. See the contact details below.

### Communication concerning change to details/unsubscribing

If you want to change your details or to remove yourself from our files, you can contact us at any time. See your rights and contact details below.

### Switch off cookies

Most browsers are automatically set to accept cookies. You can, however, reset your browser to reject all cookies or to indicate when a cookie is being sent. However, it is possible that some features and services on our and other websites, may not function properly if cookies are disabled in your browser.

### Job applicant data – consent and/or pre-contractual steps (Art. 6(1)(b)/(a)).

When you apply for a position at Openclaims through our website or careers page (careers.openclaims.com), we collect and process the personal data you provide as part of your application. This may include your name, curriculum vitae, cover letter, and any other information you choose to share with us.

We process this data solely for the purpose of assessing your suitability for the role you have applied for. If your application is unsuccessful, we will retain your data for a maximum of four weeks. If you give us your explicit consent, we may retain your data for up to one year in order to consider you for future openings. You may withdraw this consent at any time by contacting us at the details below.

Your application data is only accessible to those directly involved in the recruitment process. We do not share applicant data with third parties without your explicit consent.

careers.openclaims.com does not use cookies.

### Retention of data

Openclaims retains data as long as necessary to provide the service and meet legal obligations. Overview of the data types and their retention:

<b>Category</b>	<b>Retention</b>
<i>Use of our services</i>	Contract duration + 7 years (Art. 6(1)(c))
<i>Communication</i>	As long as necessary to provide our services and meet legal obligations
<i>Newsletter service data</i>	Duration of consent period
<i>Job applicant data</i>	4 weeks (without consent) OR 52 weeks (with consent)

# DATA SUBJECT RIGHTS

---

As a resident of the European Economic Area, you have the following rights regarding your personal data. To exercise any of these rights, you can contact us using the details provided at the end of this document. We will respond to your request within **one month** of receipt. In complex or multiple requests, this period may be extended by a further two months, in which case we will notify you.

## Right of access (Article 15).

You have the right to obtain confirmation of whether we process personal data about you, and if so, to receive a copy of that data along with information about how it is being used.

## Right to rectification (Article 16).

You have the right to request correction of any personal data we hold about you that is inaccurate or incomplete.

## Right to erasure (Article 17).

You have the right to request deletion of your personal data where there is no legitimate reason for us to continue processing it; for example, where you have withdrawn consent and no other legal basis applies, or where the data is no longer necessary for the purpose for which it was collected. Note that this right is not absolute; we may be required to retain certain data to comply with legal obligations.

## Right to restriction of processing (Article 18).

You have the right to request that we limit the processing of your personal data in certain circumstances; for example, while the accuracy of your data is being contested, or while you have objected to processing pending verification of our legitimate grounds.

## Right to data portability (Article 20).

Where processing is based on your consent or on the performance of a contract, and is carried out by automated means, you have the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format, and to transmit that data to another controller where technically feasible.

### Right to object (Article 21).

You have the right to object at any time to the processing of your personal data where we rely on legitimate interest as our legal basis. We will stop processing your data unless we can demonstrate compelling legitimate grounds that override your interests, or the processing is necessary for the establishment, exercise or defence of legal claims. Where personal data is processed for direct marketing purposes, you have an unconditional right to object at any time.

### Right to withdraw consent (Article 7).

Where we rely on your consent as the legal basis for processing, you have the right to withdraw that consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out prior to the withdrawal. You can withdraw your consent by contacting us or, where applicable, by using the opt-out mechanism provided at the time consent was given.

### Right not to be subject to automated decision-making (Article 22).

You have the right not to be subject to decisions based solely on automated processing, including profiling, that produce legal or similarly significant effects concerning you. Openclaims does not currently engage in automated decision-making of this nature.

### Right to lodge a complaint (Article 77).

If you believe that our processing of your personal data is not in accordance with applicable data protection law, you have the right to lodge a complaint with the Dutch supervisory authority:

- **Autoriteit Persoonsgegevens** Bezuidenhoutseweg 30, 2594 AV Den Haag  
[www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl) Tel: +31 (0)70 888 85 00

We would however appreciate the opportunity to address your concerns before you approach the AP, and encourage you to contact us in the first instance.

---

We regularly check compliance with this privacy policy. If you have any questions, feel free to contact us.

Questions regarding this document can be sent to our DPO via [info@openclaims.com](mailto:info@openclaims.com)

Other contact information can be found on our website, [www.openclaims.com](http://www.openclaims.com)



Controller information:

Openclaims Netherlands B.V.  
[www.openclaims.com](http://www.openclaims.com)  
Amsteldijk 10-1  
1074 HP Amsterdam, The Netherlands  
+31 (0) 20 2613719