

Ulook Privacy Statement

Posted: 3/20/2023

NLsoftware B.V. ("Ulook", "we", "us" or "our"), Driemolensweg 17 4128LS Lexmond / Netherlands, is the data controller and operator of Ulook app.

Ulook app is committed to protecting your privacy. This privacy statement explains how we collect, use, disclose, store and protect your personal data.

This privacy statement applies to the Ulook.app website, applications and mobile application that refer to this privacy statement, regardless of how you access or use them.

We may amend this privacy statement at any time by posting the amended version on this site with the effective date of the amended version. We will announce material changes to this privacy statement via notifications.

Personal data is information about an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, from an identifier such as a name, location data or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

We collect personal information from you when you use our Services.

We collect personal data from you and the devices (including mobile devices) you use when you use our Services, sign up for an account with us, update or add information to your account, participate in discussions in chats, or participate in or resolve disputes or when you otherwise communicate with us.

Some personal data, such as information that identifies you, is necessary to agree to our **Terms of Use**. The provision of all other personal data is voluntary, but may be required in order to use our Services, such as information about your ad or contact details necessary to place an ad.

We may also collect personal information from other sources, as described below.

Personal information you provide to us when you use our Services or sign up for an account with us

Identifying information such as your name, addresses, telephone numbers or email addresses when you sign up for an account with us. Other data that you generate, or that is associated with your account and your use of the website, applications, services and tools (such as use of functionality to place an advertisement, search queries, viewed and saved advertisements or your use of the contact options with an advertisement), including pseudonymized information related to calling a telephone number shown to you in an advertisement. Financial information (such as credit card or bank account numbers) in connection with a transaction.

Personal information we collect automatically when you use our Services or sign up for an account with us

We collect information about your interaction with our Services, your advertising preferences, and your communications with us. This is information we receive from devices (including mobile devices) you use when you access our Services. This data may include the following: device ID or unique identifier, device type, ID for advertising and unique device token. Location data, including location data from your mobile device. Remember that most mobile devices allow you to manage or disable the use of location services by an application on your mobile device in the device's settings menu. You may only provide us with personal data about someone else with that person's permission. You must inform this person about how we collect, use, disclose and store his or her personal data in accordance with our privacy statement.

How we use your personal data

We use your personal information to provide and improve our Services, to provide you with a personalized experience on our sites, to contact you about your account and our Services, to provide you with customer service, to provide you with personalized advertising and marketing, and to detect, prevent, investigate and mitigate fraudulent or illegal activity.

We use the personal information we collect from you for a variety of business purposes and on different legal bases for processing. Below is an overview of how and on what legal basis we use your personal data.

We use your personal data to fulfill a contract with you and provide you with our Services, to comply with our legal obligations or to protect your vital interests. Examples of this are:

To provide you with access to our Services (particularly to allow you to post and manage advertisements or other content), for account management purposes, to

operate, measure and improve our Services, to keep our Services secure and operational, and to customize site content featuring objects and Services that you may find interesting based on actions you take.

To give you access to our messaging and other features.

To contact you about your account, troubleshoot your account, resolve a dispute, collect charges or amounts due, or otherwise provide customer service.

When we contact you for the purposes described above, we may do so via email, telephone, text messages and mobile push notifications.

To provide you with other services that you have requested, as described when we collect the data, which also includes paying through the Online Payment Platform, and displaying a location with your ad through Google Map (for more information on sharing this information, see to Google the **Google Privacy Notice**).

We use general location data to provide you with location-based services (such as advertising, search results, and other personalized content).

To prevent, detect, investigate or mitigate fraud, security breaches or other potentially prohibited or illegal activities.

About our **Terms of Use**, this privacy statement or other policies, applicable national laws and any agreements we have with you.

We may use your personal data with your consent for the following:

Providing marketing to you via phone calls, email or text messages.

To provide third-party marketing to you.

Customize third-party ads you may see on third-party websites.

Using your exact geolocation to provide location-based Services.

You have the right to withdraw your consent at any time. We may use technologies that are considered automated decision making or profiling. We do not make automated decisions about you that significantly affect you, unless such decision is necessary as part of an agreement we have with you, we have your consent, or we are required by law to use such technology.

Ways in which you can access, manage and correct your personal data

We respect your right to access your personal data and your rights to correct it, request its deletion or ask us to limit our use of it, as required by applicable law. We also take steps to ensure that the personal information we collect is accurate and up-to-date.

- You have the right to know what personal data we hold about you
- If your personal data is incorrect or incomplete, you have the right to ask us to update it
- You have the right to object to our processing of your personal data
- You can also ask us to erase your personal data or restrict our use of it, but that right is subject to applicable law and may affect your access to some of our Services

How we store your personal data

We will retain your personal information for as long as necessary to provide the Services you have requested or for other important purposes, such as complying with our legal obligations, resolving disputes and enforcing our policies.

How long is the personal data needed to provide our Services? This includes things like maintaining and improving the performance of our products, keeping our systems secure, and maintaining proper business and financial records. This is the general rule that forms the basis of our data retention period.

Have you given permission for a longer retention period? In that case, we will keep the data for as long as you have accepted.

Are we required by law, contract or otherwise to keep your personal data? Examples may include data retention laws in the applicable jurisdiction, government instructions to retain data relevant to an investigation, or personal data retained in connection with legal proceedings.

When we no longer need to retain your personal information, we will securely delete it in accordance with our data retention and deletion policies.

How we secure your personal data

We protect your personal data using technical and organizational security measures to minimize the risk of loss, misuse, unauthorized access, disclosure and changes. Our safeguards include, for example, firewalls and data encryption, physical access control at our data centers, and information access authorization management. If you believe your account has been misused, please contact Customer Support.

Children's privacy

Our websites are intended for the general public and not for children. We do not knowingly collect personal information from users who are considered children under their national laws.

Privacy Practices of Third Parties

This privacy statement only covers our use and processing of personal information we collect about you when providing you with our Services. If you provide this information to a third party or visit a third party website linked from our Services, their privacy notices and practices will apply to any personal information you provide to them or they collect about you.

We cannot guarantee the privacy or security of your personal data if you provide it to third parties and therefore recommend that you carefully read the privacy and security policies of your trading partner before transacting and sharing your personal data. This also applies if the third parties to whom you disclose personal information are bidders, buyers, or sellers on our site.

To contact us

If you have a question or complaint about this Privacy Statement or our data handling practices, please contact us and our Data Protection Officer, using the subject line "Privacy Statement Request":

- Email: support@ulook.app
- Post: Ulook app for Customer Support, Driemolensweg 17 4128LS Lexmond / Netherlands

Your right to lodge a complaint with a data protection authority remains unaffected.