Privacy Policy – SLYM Agency (Global)

Last updated: 21/12/2025

1. Data Controller

SLYM Agency

Owner: Nick Oosting

Email: info@slym.agency

Location: Zwolle, Netherlands

SLYM Agency is responsible for the processing of personal data as described in this privacy policy. All future services or activities related to personal data are also covered by this policy.

2. Personal Data We Process

We only process personal data that you provide to us or that is necessary for our services, including:

- Name

- Company name

- Address

- Email address

- Phone number

- Invoice and payment data (e.g., via Stripe or Mollie)

- Customer bank details (if needed for payments or refunds)

- Company registration numbers (KvK), VAT number and other business data

- Correspondence (email, WhatsApp, phone)

- Quotation and contract information

Technical data, such as IP addresses, may also be processed automatically via server logs of our hosting or email provider.

Personal data that we may process in the future for service delivery, administration, accounting, or customer communication is also covered by this article.

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3. How We Receive Personal Data

We receive personal data through the following channels:

- Website contact form

- Email

- WhatsApp

- Phone calls

- Quotation requests and contracts

- Other ways you contact us, such as messaging apps, social media, or video/chat conversations

Future communication channels containing personal data are also included in this article.

4. Purposes of Processing

We process personal data for the following purposes:

- Contacting and communicating with customers

- Preparing and executing quotations and agreements

- Delivering our services

- Administration and accounting

- Invoicing and payment processing via Stripe, Mollie, accounting software, and other payment or administrative systems

- Legal obligations

Other purposes necessary for our services, administration, or legal obligations are also covered under this article.

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5. Use of Anonymized Customer Results

SLYM Agency may use results of performed work for promotional and informative purposes, such as marketing, portfolios, or case studies. Only **anonymized data** is used.

This means the customer **cannot be identified**. Names, company names, logos, contact details, or other directly or indirectly identifiable personal data are not disclosed. It is allowed to mention the **industry or niche** in which the customer operates, as long as it does not lead to identification.

If results are shared in a way that makes the customer identifiable, this will only be done with the customer's **explicit consent**.

6. Legal Basis

The processing of personal data is based on one or more of the following legal grounds:

- **Performance of a contract**: processing is necessary to provide our services, such as administration, invoicing, payment processing, and customer communication.

- **Legal obligations**: processing is required to comply with legal obligations, such as tax and accounting regulations.

- **Consent** (where applicable): when processing is not necessary for contract performance or legal obligations but the customer has explicitly consented, e.g., for marketing or newsletters.

- **Legitimate interests**: processing may be necessary for legitimate business purposes, such as securing systems, internal communication, and service optimization, provided it does not unduly infringe on the privacy of data subjects.

If new services or processing activities are introduced in the future, personal data will only be processed based on an applicable and valid legal ground in accordance with the GDPR.

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7. Account, Login, and Access Data

For service delivery, we may process login credentials, unique account identifiers, connection codes, and other necessary information, such as:

- Website CMS login

- Meta Business Manager

- Company account IDs

- Other software necessary for our services, including future tools and platforms

All account data, connection codes, and other necessary information, including data we may collect or use in the future, are treated confidentially, stored securely with encryption, and accessible only to authorized employees of SLYM Agency. Data is not shared with third parties except when strictly necessary for performing the agreement and in accordance with the GDPR.

8. Third-Party Data on Behalf of Customers

In the course of our services, we may access personal data of third parties, such as customers or employees of our clients.

This data is processed solely:

- On behalf of the customer

- For performing the agreed services

- In compliance with applicable privacy laws

Future third-party data necessary for service delivery is also covered under this article.

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9. Sharing Personal Data with Third Parties

We only share personal data with third parties when necessary, such as:

- Stripe or Mollie (payment processing)

- Accounting software (financial administration)

- Microsoft OneDrive (cloud storage of invoices and quotes)

- Google Drive (possible cloud storage for future documents)

- Canva (design of invoices or quotes)

- Adobe Acrobat Sign, DocuSign, or similar signing software (for securely signing documents)

Other systems, cloud storage, or software used in the future for personal data processing are also covered under this article, provided they are strictly necessary for service delivery.

10. Retention Periods

We do not keep personal data longer than necessary:

- Invoices and financial administration: 7 years (legal requirement)

- Quotes and contracts: maximum 7 years

- Correspondence: as long as necessary for service delivery

For ongoing contracts, data may be retained while the contract is active. Afterward, data is deleted or anonymized.

Future data collected and stored is also subject to these retention periods unless legally required otherwise.

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11. Security of Personal Data

We take appropriate technical and organizational measures to protect personal data, including:

- Encrypted storage

- Restricted access

- Secure devices and accounts

Future systems, software, and storage locations are also covered by these measures.

12. Rights of Data Subjects

You have the right to:

- Access your personal data

- Correct your personal data

- Delete your personal data

- Restrict processing

- Object to processing

- Withdraw consent

- Data portability

Note: deletion may affect service delivery, such as payment processing. Legally required data cannot be deleted.

Future rights or new forms of access and correction are automatically covered.

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13. Complaints

If you believe we process personal data incorrectly, you can file a complaint with the relevant supervisory authority. For the Netherlands, this is the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Complaints regarding future processing or new services are also covered.

14. Cookies and Tracking

We currently do not use cookies or tracking technologies. If this changes in the future, this privacy policy will be updated.

All future tracking or analytics tools will be processed in accordance with the GDPR.

15. International Customers

This privacy policy is drafted in accordance with the GDPR and applies to customers worldwide. For customers outside the EU, additional local privacy laws may apply.

Future international customers or new jurisdictions are automatically covered under this article.

16. Changes

SLYM Agency reserves the right to amend this privacy policy. The most current version is always available on our website.

Changes affecting future services, software, or processing activities are also covered.

17. Contact

For questions regarding this privacy policy, you can contact us at:

info@slym.agency

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