

TechUitgelegd Privacy Notice

Version 19 July 2026

1. Who is responsible?

TechUitgelegd, having its office at Hamburgerweg 44, 3851 EM Ermelo, the Netherlands, and registered with the Dutch Chamber of Commerce under number 95780467, is the controller. This notice applies to TechUitgelegd, TechUitgelegd - ICT Advies, TechUitgelegd - Consultancy, TechUitgelegd - Solutions, TechUitgelegd - Managed Services, TechUitgelegd AI and TechUitgelegd Labs.

This Privacy Notice applies to every natural person whose personal data we process, including consumers, sole traders, contacts and employees of business customers, prospects, suppliers, website visitors and customer-portal users. GDPR rights apply regardless of whether a person deals with us in a business or private capacity.

Contact: administratie@techuitgelegd.nl | +31 85 36 95 492 |

<https://www.techuitgelegd.nl>. Please use administratie@techuitgelegd.nl for privacy questions.

2. What data do we process?

Depending on your contact and service, we process names, job titles, organisation, address and billing details, telephone numbers, email addresses, account and authentication data, customer and contract records, correspondence, support tickets, technical logs and device data, usage data, payment status, and information you submit in projects or AI Services. Please do not provide special-category or criminal-offence data unless necessary, agreed beforehand and protected by suitable safeguards. Our services are not directed at children under 16.

3. Purposes and legal bases

We process data to handle enquiries and quotations; enter into and perform contracts; provide services, support, invoicing and customer portals; secure accounts and systems; improve service and operations; manage business relationships; meet legal accounting and tax duties; and establish or defend legal claims.

Our legal bases are contract and pre-contractual steps, legal obligations, consent where required, and legitimate interests such as secure and efficient service, relationship management and fraud prevention. We balance those interests against your rights. You may object.

4. AI Services

When you use an AI Service, prompts, files, output and usage metadata may be processed to perform your request, secure the service and investigate faults. We do not use customer content to train TechUitgelegd general-purpose models unless separately and expressly agreed.

AI functionality may be provided through carefully selected suppliers. The supplier and retention period may differ by service and will be specified where relevant in the quotation, service information or data processing agreement. Do not enter sensitive or confidential information unless necessary and agreed.

5. Recipients and processors

We disclose data only where needed, including to providers of hosting, cloud and workplace services, email and communications, accounting and payments, customer portals, support and security, professional advisers, and public authorities where legally required.

We enter into appropriate arrangements with processors. Staff and suppliers receive access only as needed. We do not sell personal data.

6. Transfers outside the EEA

Some suppliers may process personal data outside the European Economic Area. We then use a valid transfer mechanism, such as an adequacy decision or European Commission Standard Contractual Clauses, and supplementary measures where needed. You may request information on the applicable safeguards.

7. Retention

As a general rule: financial and tax records are kept for 7 years; quotations and contract files for 7 years after the relationship ends or longer during a dispute; ordinary correspondence and support records up to 2 years after closure unless needed for service or evidence; account and portal data up to 90 days after termination, subject to backups and legal duties; security and access logs generally up to 12 months; and business prospect details up to 2 years after the last relevant contact.

Backups may remain in rotation for a limited period and are not actively used except for recovery. Law, contractual need or a specific dispute may require a longer or shorter period.

8. Cookies

We use necessary cookies and similar technologies for operation, security and preferences. We use non-essential analytics or marketing cookies only where consent is required and obtained. Current details, providers and retention periods appear in the website cookie notice. You can adjust your choice there and remove cookies through your browser.

9. Automated decision-making

TechUitgelegd does not make decisions based solely on automated processing that produce legal or similarly significant effects, unless we first give specific information and provide a valid legal basis and safeguards. AI output is not used for such decisions without appropriate human review.

10. Your rights

You may request access, rectification, erasure, restriction and portability and, where applicable, withdraw consent. You may object to legitimate-interest processing and direct marketing.

Send requests to administratie@techuitgelegd.nl. We normally respond within one month. Complex requests may be extended as permitted by the GDPR; we will notify you within the first month.

We verify identity proportionately and with minimal intrusion. We do not routinely request an identity-document copy. If a redacted copy is exceptionally necessary, we explain which details to conceal.

11. Complaints

Please contact us first so we can investigate. You may also complain to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) via <https://autoriteitpersoonsgegevens.nl/en>.

12. Security and data breaches

We implement appropriate technical and organisational measures, including access controls, strong authentication where appropriate, encrypted connections, security updates, logging, backups and email-authentication controls. We do not publish our full technical setup for security reasons.

If you suspect misuse or a data breach, notify administratie@techuitgelegd.nl as soon as possible.

13. Changes

We may update this notice when services or law change. We publish the current version with its date and will communicate material changes where reasonably necessary.