



reducecept

Privacy statement

RelieVR B.V. - B2C

Reducecept is the new virtual reality training
that supports the treatment of chronic pain

Reducecept

Blokhuisplein 40, 8911 LJ Leeuwarden, The Netherlands

www.reducecept.com



Privacy statement

RelieVR BV develops Virtual Reality applications – including the e-health application Reducept – for the treatment of chronic pain. With the aid of VR-glasses with game training you are taught to positively influence pain. We are the controller of the personal data we (RelieVR) process for consumers and the visitors of our website. We respect your privacy as a data subject. In order to show in what manner we handle personal data, we have prepared this privacy statement.

Who are we?

Name:	RelieVR BV
Address:	Margaretha de Heerstraat 7
Postcode and place:	8921 AK, Leeuwarden
E-mail address:	info@reducept.com
Phone number:	+31 (0) 85 13 08 260

What data do we use and for what purpose?

We process personal data of visitors to our website. This regards general personal data such as your name and e-mail address. We process these data exclusively to maintain the contact you have requested.

In addition, we process customer data. This regards general personal data such as name, e-mail address, phone number, and financial data. We also process data regarding your health, such as a personal pain score or a pain location. This processing takes place to be able to implement the agreement concluded between us.

In conclusion, we make use of cookies. If you want more information about this, please read our cookie statement.

Do we provide personal data to third parties?

Of course we handle your personal data with confidentiality. That is why we will not provide your personal data to others without your consent, unless there is a legal obligation to do so.

Do we provide personal data to countries outside the EEA?

We mainly process personal data on servers that are located within the EEA (countries within the European Union and Norway, Liechtenstein, and Iceland). If it is necessary to have the processing take place outside the EEA, we will make sure that appropriate measures are taken to protect your personal data.

How do we protect personal data?

We believe it is important that personal data is protected well. For this reason, we have taken at least the following security measures:

- Physical measures for access security
- Firewalls and virus scanners
- Control of assigned authorisations



What rights do you have regarding your personal data?

You have various rights regarding your personal data:

- Perusal: you have the right to peruse your own data
- Correction: you can have incorrect or incomplete data corrected
- Removal: under certain circumstances, you have the right to have your data, or a part thereof, removed
- Withdrawal of consent: if we process your personal data based on permission granted by you, you can always decide to withdraw this permission again
- Limitation: under certain circumstances, you have the right to have the use of personal data restricted. For example if your data may be inaccurate
- Data-portability: you have the right to receive and/or (let) transfer certain data to another organisation
- Objection: you have the right to object against the data processing, for example if you no longer wish to receive our newsletter

If you wish to exercise one of the above rights, then you can send a request by e-mail to: info@reducept.com. To be able to take the request under advisement, we may ask you to identify yourself. We will take the request into consideration as soon as possible and you will receive our reaction regarding no later than within one month. If it is unexpectedly impossible to take your request under advisement, then you will be informed concerning in a motivated manner.

Don't you agree with the way we have answered? In that case, you can file a complaint with the monitoring agency of 'Autoriteit Persoonsgegevens' (www.autoriteitpersoonsgegevens.nl).

What retention periods do we apply?

We do not keep personal data for any longer than is required for the purpose of the processing. This means that we will not keep your data any longer, for example, than is necessary to comply with a request for contact or to be able to implement an agreement concluded between us. We thereby naturally observe the legal retention periods.

Data leaks

We report data leaks within 72 hours after discovery to the monitoring agency 'Autoriteit Persoonsgegevens'. If the data leak probably entails an elevated risk for your rights and liberties, then you will be accordingly informed as soon as possible, though in any event within 72 hours. We will then inform you on the cause and the potential consequences it may entail. You will also be informed of the measures we have taken and will take in the future to prevent data leaks.

Modifications

RelieVR reserves itself the right to apply modifications to the privacy statement. Important modifications to the processing of your personal data will be announced as well through the website and by way of other channels of communication used by us.

Questions?

If after reading our privacy statement you still have questions and/or comments, you are welcome to contact RelieVR via info@reducept.com or call [+31 \(0\) 85 13 08 260](tel:+3120851308260).