



Privacy policy

This page was updated on March 17, 2021.

Why do we collect your data?

As a car owner, you can compare the offers from different body repair shops with Fixico. This way you know exactly what to expect and you can have the damage to your car repaired in a professional manner without unpleasant surprises.

In order to so, we need data from you as well as your car. For example, to find the best body repair shop in your area we need your address details and our affiliated body repair shops need your license plate number to make an offer. In addition, we collect other personal data that are essential and necessary for us to offer our services to you.

As our service focuses entirely on car owners, we can logically assume that all our users are adults. Are you a minor? Please ask your parent/legal guardian for permission before providing personal information on our website.

Please read more about our way of working below.

When, why and how does Fixico collect data?

There are different situations where we collect different types of data.

Cookies

Fixico only uses cookies if this is necessary to provide the best service and/or when you have given your explicit consent.

In our **cookie policy** you can read more about what cookies are, the different types of cookies, how and why we use cookies and how we collect data by applying cookies, pixel tags and other forms of technology. It also explains how to manage your browser settings.

For example, it is possible to set your browser in a way that cookies are refused. Please note that this can affect your user experience, possibly in a negative way). It is not possible to refuse cookies that are necessary for our services. Our **cookie policy** is stated below. Other useful information regarding deleting and managing cookies can be found on <https://aboutcookies.org>.

Visitors to our website

When you visit our website, we collect the following data: your IP address, the geographical location based on your IP address and technical information regarding the use of our website



such as: the browser type, browser version, and the operating system. We also record information that helps us to improve the visitor experience of our website in general, such as the behavior, time and duration of your visit to our website. If you are logged in with your Facebook account, we record your Facebook ID (including the information shared by Facebook).

Contact customer service

When contacting our customer service (by telephone, e-mail, text message or WhatsApp), we use and store your contact details such as: first and last name, e-mail address and phone number.

For training purposes to improve our services, we may record telephone calls or use correspondence.

Creating a Fixico account

When you create an account, we ask you to provide us with the following personal information: your first and last name, email address, telephone number, license plate number and zip code. We also store the uploaded images and/or photos of your license plate number.

Once you have created your account, we may send you emails through which we collect data to measure certain successes. For example, we can record how many times emails are opened and the number clicks on a link. By analysing this data, we can improve these e-mails and therefore our services.

Once you have agreed with an offer

If you decide to agree with an offer from a body repair shop to have your damage repaired via the Fixico platform, we will collect the necessary data, such as your address, to carry out the service properly. Fixico will never store credit card or bank details, because all financial data will be processed directly by the body repair shop.

After your car damage is repaired

After your car damage is repaired, we may ask you to post a comment or review that we can publish on our website. You will receive an e-mail with a link to an external application.

What does Fixico do with your data?

The data we collect from you is used to provide our service and website in the best way possible. All data is used to optimize Fixico's visitor and customer experience. With your data we can improve our communication with you, the body repair shops and the media. This way we can solve problems better, innovate our technology and clearly shape our mission and vision.



More specifically, we use your personal data to:

- send information regarding our services via e-mail or via messages on social media (for example, the time of your appointment with the body repair shop);
- verify your identity;
- find suitable body repair shops that are located near you;
- communicate with you and/or body repair shops regarding the services you prefer and/or the offer you have accepted;
- sent to body repair shops to, for example, enable them to make you an offer ;
- display your review on our website;
- manage and improve our website and optimize our technology;
- analyze how you use our website. We do this with tools that help us test the effectiveness of content and the functionality of the website, to understand traffic patterns and to identify problems with the site.

Do we share your details?

yes, but not without a specific purpose and certainly not with everyone. For example, Fixico will never sell or rent out your personal data and will only share your data with reliable third parties if we have your explicit consent to do so.

Your data will only be shared with the parties we need for our services and as shown below and with parties of which we are obliged to communicate data to.

Body repair shops

When creating an account on the Fixico platform, you agree with receiving offers from various body repair shops. You are able to compare these offers based on price, location and service options.

After an account is created, we will forward your zip code and license plate number to selected body repair shops that are part of our network.

When you agree with an offer, we will share the personal data with the body repair shop in order for them to repair your damage in accordance with the accepted offer. The body repair shop can only share your data with any of its suppliers under strict regulations and only when necessary in the context of their services.



Fixico services for business

Fixico may process your personal data that Fixico receives from a client. This is a client for whom Fixico makes its platform available and with whom Fixico has an agreement. In this situation, Fixico assumes that both parties are controller within the meaning of the General Data Protection Regulation ("GDPR"), which means that both parties are each responsible for the correct processing of your personal data. In the event that you, being a data subject, wish to exercise your rights and contact Fixico about this, Fixico will redirect you to the relevant client as the point of contact in accordance with Art. 26 GDPR. This means, among other things, that you as a data subject can exercise your rights under the GDPR against this client, and that the client will contact you regarding your requested rights. It is possible that the client and Fixico will inform each other regarding your request.

Third parties

Fixico cooperates with multiple service providers to support our services, such as: database administrators, cloud storage systems, CRM providers, sales software providers, email services, advertising services, data analysts, application services, bulk SMS services and telephone services. These service providers operate under strict non-disclosure agreements. We do not give these parties permission to use or disclose your personal data, except under strict regulations if needed for their services. Fixico also cooperates with survey and review applications such as 'Typeform' and 'Trustpilot' to collect data regarding our service. The results of these surveys and reviews are transferred to Fixico. This privacy policy also applies to this data.

Third-party brands

Fixico cooperates with selected partners who offer specific car tires and insurances. These partners can inform you about their products and services via our platform.

Media

To run targeted marketing campaigns, we can work with media agencies and advertising partners.

Marketing

The use of cookies allows us to display advertisements outside of Fixico and to collect information about your behaviour on the internet and the use of Fixico services. This allows us to show you advertisements that are more relevant and personal. We may use remarketing tools, which means that third parties are enabled to display relevant and personalized advertisements to you through their own channels. These technologies are also used to measure if you have seen a particular ad and the number of times you will see an ad, to limit ad serving and to measure the effectiveness of an ad campaign. For this we use the following tools: Google Analytics, Facebook Ads and Bing Ads.



These tools share the websites that you have visited with other parties such as advertisers. When using these third parties for advertising and targeting purposes, we may disclose the following:

- personal data such as: name, phone number and email address that is used to log into Facebook;
- generic, aggregated or anonymized data relating to your visits and use of our platform; or
- pseudonymized information, such as a browser cookie ID or code to help us customize and display our advertisements for you on other services. This ID or code is linked to your equivalent unique code. This will be generated in the same way by our advertising partners to adapt ads to your personal preferences.

The third parties we use for targeting and advertising purposes have their own privacy policies.

Facebook Ads

- If you have visited our website and have agreed to the marketing cookies, we may place personalized advertisements on your timeline via the 'Facebook Custom Audience' program. You can find out [here](#) how this works.
- We can reach new people by creating similar audiences on Facebook based on your data and interests. You can find out [here](#) how this works.

Read Facebook's data policy [here](#).

Google Analytics

We may participate in "Google Similar Audiences," which allows Google to profile visitors' interests and ensure that relevant Fixico ads can reach you and new visitors on third-party websites or through search queries. You can read how this works [here](#):

Read Google's data policy [here](#).

Bing Ads

We may use Bing Ads Audience Targeting, which allows relevant ads of Fixico to reach you on third-party websites or through search queries. You can read how this works [here](#).

Read Bing Ads' data policy [here](#).



Other marketing

Based on your behaviour on our website, we may use cookies to 'target' you for other Fixico advertisements on Facebook, Google or other online services. You can also read how this works at the bottom of this document in our cookie policy.

Affiliated third parties

As a result of a merger, acquisition, reorganization or similar transaction, we may transfer your personal data to a third party. Fixico will continue to ensure the confidentiality of personal data when the data has to be transferred. If there are substantial changes in data processing, we will ask for your consent to do so.

Protection of Fixico and others

Your personal data will only be shared with companies, organizations or individuals outside Fixico if:

- there is a legal basis;
- it is reasonably necessary to detect fraud or security vulnerabilities, or to protect us from them;
- this is necessary to comply with our terms of use;
- this is necessary to comply with a court order;
- we have to defend ourselves against a legal claim;
- it brings protection to the legal rights or safety of Fixico and its employees.

Transfer of data outside the EU

The data we collect from you can be transferred to (and stored at) a destination outside the European Economic Area (EEA), including for the purpose of data processing by selected third parties. Countries outside the EEA may not have laws that provide the same level of protection for your personal data as the laws of countries within the EEA. If so, we will take appropriate measures to ensure that the processing of data comply with applicable data protection laws.



How do we keep your data safe?

Security

We have taken physical, electronic and administrative measures to protect the data we collect online against for example unauthorized access, alteration, disclosure or misuse. When processing data, we work with third parties that are either ISO 27001 certified, or certified under the EU-US and Switzerland-US Privacy Shield, or with companies that are bound by strict rules that require parties to ensure the correct privacy and security of data. We have also appointed an 'Information Security Team' and a Data Protection Officer. The contact and details and other information can be found at the bottom of this document.

Storage

We will retain your personal data as long as necessary for the purpose for which it was processed, unless the law states otherwise. Retention periods can vary significantly depending on the type of information and how it is used. Our retention periods are based on criteria such as statutory retention periods, contract requirements, operational guidelines. If we no longer have to use your personal information and there is no longer a purpose to retain it due to - for example - legal or regulatory obligations, dispute resolution and execution of our agreements, we will remove the data from our systems or anonymise it so that you can no longer be identified.

We will honor your request if you, for example, ask us to stop sending Fixico news or ask us to erase your data. Your data will then be anonymized. This is to prevent fraud and to prevent you from being approached.

How can you update and correct your personal data?

You can access and update your personal data by contacting us via privacy@fixico.nl or via 020-2610720. You can also change your cookie settings as mentioned in the cookie policy. You are entitled to:

- **Restriction or deletion**

You can ask us to limit the use of your data or you can ask us to erase your personal data from our database if there is no urgent reason to keep it.

- **Objection**

You can object against the processing of your personal data, including direct marketing.

- **Access to your data**



You have the right to access your data that Fixico processed. You can submit a request for access. You can also ask us to send you the personal data that we have of you. We will send this in an Excel file. And as far as technically possible, you can ask us if your data can be transferred directly to another data controller.

- **Submit a complaint**

You can submit a complaint via privacy@fixico.nl or with the [Dutch Data Protection Authority](#).

Where we need your consent to process personal data, you also have the right to withdraw this consent at any time. This also means that you have the option to unsubscribe from our mailing list at any time or to request to be removed from our list of contact details.

What is our legal basis for processing your data?

When we process your personal data for the purposes set out in this Privacy Policy, we may rely on one or more of the following legal bases:

- **Consent**

We will ask you for consent to use your data to – for example – send you a newsletter. In addition, we ask your permission to use your data for targeted advertising and possible profiling.

- **Necessary for the performance of our services**

When you create an account, become a customer of Fixico or otherwise enter into a relationship with us, we will have to process your personal data in order to perform our services.

- **Legal obligations**

When it is legally mandatory to process your personal data, we are obliged to do so.

- **Legitimate interests**

As long as the use is fair and does not disproportionately affect your rights, we will collect and process your personal data when we have a legitimate interest that serves the purposes of the service and activities of Fixico.



We will not collect or otherwise process sensitive personal data (i.e. data relating to race or ethnicity, political opinions, religious or philosophical beliefs) unless the processing of that data is required or permitted under applicable law.

More about the protection of Fixico and others

We believe that you can reasonably expect that your privacy is guaranteed with respect to the data you disclose online, if that data is clearly not intended for the public. However, we cannot completely eliminate all safety risks. For example, you are responsible for keeping your username and password confidential. We recommend that you create a unique password for your Fixico account and that you do not use that same password for other services or applications.

Fixico will cooperate with law enforcement and comply with a court order to disclose personal data of our users and customers. We will only do this, if we believe that the law obliges us to do so.

Links to third-party websites

This privacy policy only applies to our website and therefore not to other websites, even if there are weblinks that direct you to those websites. Fixico cannot guarantee that these other websites handle your data in a reliable or secure manner.

How can I unsubscribe?

You can unsubscribe from our mailing list at any time. Please send an e-mail to privacy@fixico.nl or unsubscribe by clicking on the link at the bottom of the e-mail you receive from us.

How can I get more information?

If you have any questions about this privacy policy, your personal data or data protection on this website, you can contact our Data Protection Officer. To protect your data, we can only share and update personal information associated with the specific email address you use to send us your request. In addition, it may be necessary to verify your identity first. We will respond to these requests within a reasonable period of time.

Our Data Protection Officer is Mujib Azizi:

Phone number: 020- 26 10 720

Email: privacy@fixico.nl



Postal address: Weteringschans 85E, 1017 RZ, Amsterdam, The Netherlands

We can update this privacy policy from time to time. If we make significant changes to the rules that apply to the website or to the way we handle your personal data, we will clearly indicate this on our website. If you continue to use the website after the notification of changes to the conditions, you accept (and agree to) the changes that have been made.



Cookie policy

What are cookies?

Cookies are small data files that are placed on your device by the website you visit. The next time you visit the same website, cookies will ensure that your device is recognized. By using cookies and similar technologies such as pixel tags, web beacons and scripts ('cookies'), a website can store information about visits and its visitors. Some of the cookies on our websites we place ourselves, while other cookies are placed by third parties. Third-party cookies may also collect data outside our websites.

Cookies can be used to make the visit to a website more personal by, for example:

- show relevant navigational settings;
- remember the preferences of the visitor;
- improve the overall user experience;
- limit the number of advertisements displayed.

Fixico's use of cookies

By clicking on 'OK' in the cookie notification, you give your consent to the placement cookies on fixico.nl and its subdomains, such as app.fixico.nl. Fixico uses the information it has collected through cookies for the purposes set out in the above-mentioned **Privacy Policy**.

Different types of cookies

Functional cookies

These are cookies that allow users to view Fixico, use the features on the websites and access secure areas of the sites, for system management to prevent fraudulent activities and to keep you logged in from one page to another. The information collected through these cookies is not used for marketing purposes. These cookies cannot be disabled because our platform cannot function without these cookies.

Examples:

- *grav-site-e67d3c1* - Session management website
- *fixico_session* - Keeps you logged in to the web app



Preferred cookies

Using preferred cookies allows us to improve and simplify your user experience. These cookies allow a website to remember information that affects the behavior and design of the website, such as the language of your preference or the region where you live.

Example:

- *country_modal_closed* - Remember your country selection on our multilingual websites

Analytical cookies

These cookies help Fixico to improve the websites. These cookies collect information about how visitors use Fixico, including information about the most visited pages or the number of error messages displayed. By using cookies for this purpose, we have better insight in the number of visitors, how users end up at our platform, visit and use our platform, and the parts of our platform that are most popular.

This helps us to improve the platform, such as the navigation and interface experience, and improve our products and services. To achieve this, we collect information about how people use our platform and use third-party technologies for this, including but not limited to Google Analytics, Google Optimize, and Inspectlet. We also use these cookies to help us measure the effectiveness of our online marketing and advertising activities. For this purpose, we use a number of external cookies, including but not limited to Google Analytics and Facebook Analytics.

Example:

- Google Analytics is a web analytics service provided by Google, Inc. We use Google *Analytics to monitor how visitors use our platform, to compile reports, and to help us improve the platform. Google collects information in an anonymous form, including the number of visitors to the platform, how visitors have come to the platform and the pages they have visited on the platform. This information is then used by Google to create reports for us and to help us improve the website. For more information about the data google collects and how it is processed, see Google's privacy policy [here](#).*
- *_ga* - Registers a unique ID used to generate statistical data on how the visitor uses the website

Marketing cookies

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advertisements that we want to show on your interests so that they are more relevant and personal. We may use remarketing tools, which means that third parties are enabled to display relevant and personalized advertisements to you through their own channels. They're also used to indicate that you've seen a particular ad, the number of times you see an ad, limit ad serving, and measure the effectiveness of an ad campaign. For this we use the following tools: Google Analytics, Facebook Ads and Bing Ads.

These tools remember the websites you visit and that information is shared with other parties such as advertisers. When we use third parties for advertising and targeting purposes, we may disclose the following:

- Personal data such as: name, phone number and email address used to log into Facebook.
- Generic, aggregated or anonymized data relating to your visits and use of our platform; or
- Pseudonymized information, such as a browser cookie ID or code to help us customize and display our advertisements for you on other services. This ID or code is linked to your equivalent unique code. This will be generated in the same way by our advertising partners to adapt ads to your personal preferences.

The third-party companies we use for targeting and advertising purposes have their own privacy policies.

Facebook Ads

- If you have visited our website and have agreed to the marketing cookies, we may place personalized advertisements on your timeline via the 'Facebook Custom Audience' program. You can find out [here](#) how this works.
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Read Bing Ads' data policy [here](#).

Adjusting cookie settings and deletion of cookies

If you do not want Fixico to place cookies on your device, you can refuse the use of cookies via the settings or options of your browser. You can also only refuse cookies from our partners. You need to adjust the settings of each browser and computer individually. The link below will take you directly to your browser's user manual.

- [Chrome](#)
- [Firefox](#)
- [Internet Explorer](#)
- [Safari](#)

Note that when you adjust the Fixico cookie settings, you may not be able to use some parts of Fixico correctly.

More about cookies

'[Your Online Choices](#)' is a website offered by the internet advertising industry that contains information about 'behavioural advertising', 'online privacy' and deregistration options.

If this cookie policy or the placed cookies change, we will adjust the policy and the list of placed cookies.