



Privacy Policy

ExpatBuddy B.V., located at Meander 251, 6825MC Arnhem, is responsible for the processing of personal data as shown in this privacy statement.

Contact details

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Chamber of commerce: 93189869
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Personal data that we process

ExpatBuddy B.V. processes your personal data when you use our services and/or provide this data to us. Below is an overview of the personal data we process:

- First and last name
- E-mail address
- Phone number (if provided)
- Address (if provided)
- Payment information (processed via Stripe)
- Chat conversation data
- Usage statistics and preferences
- Technical data (IP address, browser type, device information)

For what purpose and on what basis do we process personal data?

ExpatBuddy B.V. processes your personal data for the following purposes:

AI Chat Assistant Service:

- Providing AI-powered chat responses and expatriate guidance
- Storing chat history to maintain conversation context
- Monitoring usage limits and subscription compliance
- Improving AI responses and service quality

Account Management:

- Creating and managing user accounts
- Authentication and access control
- Subscription management and billing
- Customer support communications

Legal and Compliance:

- Complying with legal obligations (tax records, payment processing)
- Preventing fraud and abuse
- Enforcing terms of service

Data retention policy

ExpatBuddy B.V. retains personal data only as long as necessary for the purposes outlined above:

- Chat conversations: Stored during active subscription, deleted within 30 days after account termination
- Account data: Retained during active subscription, deleted within 12 months after cancellation
- Payment records: Kept for 7 years in accordance with Dutch tax law
- Technical logs: Automatically deleted after 90 days

Sharing personal data with third parties

ExpatBuddy B.V. shares personal data with third parties only when necessary for service delivery or legal compliance:

- AWS (Amazon Web Services): Cloud hosting, AI processing services and user authentication services
- Stripe: Payment processing and subscription management
- Legal authorities: When required by law or court order

All third-party processors are bound by data processing agreements ensuring GDPR compliance.

Cookies and tracking technologies

ExpatBuddy B.V. uses the following cookies and tracking technologies:

- Essential cookies: Authentication tokens and session management (necessary for service operation)
- Functional cookies: User preferences and settings
- Analytics: Anonymous usage statistics to improve service quality

You can control cookie settings through your browser preferences. Note that disabling essential cookies may affect service functionality.

View, adjust or delete your personal data

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to data processing or to object to the processing of your personal data by ExpatBuddy B.V. and you have the right to data portability.

This means that you can submit a request to us to send the personal data we have about you in a computer file to you or another organization mentioned by you. You can send a request for access, correction, deletion, data transfer of your personal data or request for withdrawal of your consent or objection to the processing of your personal data to info@expatbuddy.nl.

To ensure that the request for access has been made by you, we ask you to enclose a copy of your proof of identity with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN) black in this copy. This is to protect your privacy.

We will respond to your request as quickly as possible, but within four weeks.

ExpatBuddy B.V. would also like to point out that you have the option to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. This can be done via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we protect personal data

ExpatBuddy B.V. takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you feel that your data is not properly secured or there are indications of misuse, please contact our customer service or via info@expatbuddy.nl