

## Privacy Policy

CaseDriver by Flexyz, located at Oosteinde 27, 3842 DR, Harderwijk, Netherlands, is a Dutch organization providing IT solutions to Dutch businesses and government agencies.

At CaseDriver, we structure communication flows, tasks, and processes for your organization's relationships. Our primary goal is to create peace, clarity, and structure within your team. By ensuring an empty inbox every day, where ongoing matters are largely managed automatically, we facilitate smooth internal processes and an optimal customer experience. The foundation of CaseDriver is built on quality and continuity.

This Privacy Statement outlines how we handle and protect your personal data in accordance with these principles.

### 1. Information we collect

The information we process depends on the context of your interaction(s) with CaseDriver by Flexyz. You may provide certain personal information to us when we need to create an account, use our services, consult with our customer service, send us an email, or interact with us in other ways.

**a. Contact information:** Before you use our CaseDriver, we need to create an account for you and collect your name and email address.

**b. Mailbox access:** In order to connect (shared) mailboxes to CaseDriver and read, compose and send e-mails.

**c. OAuth permissions:** We may collect and store the permissions you grant to our application during the OAuth consent process. These permissions allow us to access certain information from your Google account, including:

- **Personal information:** We may collect your name, email address, and other personal info you've made publicly available with your Google account.
- **Mailbox access:** Information from your Gmail account, such as the ability to read, compose, send, and permanently delete emails.

### d. Website

We utilize cookies and other technologies to gather information that aids in enhancing your user experience on our website. Cookies and similar technologies we employ enable our website and app to function and assist us in understanding how we can optimize them to better align with your interests. We process this data solely to improve the use of the website and our services. Under no circumstances will we use this data for commercial purposes. CaseDriver by Flexyz utilizes a combination of essential, statistical, analytical, and marketing cookies. You can manage or reset your cookies and similar technologies via your web browser, allowing you to customize your cookie preferences and also refuse (all) cookies. However, some features may not function properly if cookies are disabled.

## 2. Use of Information

We use the personal information for the following purposes:

**a. Contact information:** The contact information collected, including your name and email address, is utilized for the login process and communication purposes, such as sending important updates, notifications, or responding to inquiries.

**b. Mailbox access:** The login credentials you provide for mailbox integration are exclusively utilized to facilitate smooth communication between CaseDriver and your mailbox. With the permissions granted, we access your mailbox to perform actions such as reading, composing, sending, and permanently deleting emails on your behalf, as part of the services offered by CaseDriver.

**c. OAuth permissions:** The permissions granted during the OAuth consent process are utilized to enhance the functionality of our application, particularly in accessing relevant information from your Google account. This includes personal information and mailbox access, which are used solely to improve the performance and efficiency of our services,

- **Authentication and account access:** We use your Google email address and associated permissions to authenticate your identity and provide you with access to our application.
- **Mailbox management:** We use the permissions granted to access your Google mailbox (Gmail) to read, compose, send, and permanently delete emails on your behalf, as part of the services provided by CaseDriver.

**d. Website Information:** Data collected through cookies and similar technologies on our website is primarily utilized to enhance your browsing experience and optimize our services. This information is not used for commercial purposes and is solely aimed at improving the functionality and user-friendliness of our website and services.

## 3. Data sharing with third parties

We value your privacy and take the protection of your personal data very seriously. We do not sell, trade, or otherwise transfer your personal information to third parties without your explicit consent, except in the following circumstances:

- **a. Legal compliance:** We may disclose your personal information if required by law, governmental or regulatory authorities, or to protect our rights, property, or safety, or that of our users or the public.

## 4. Data security

We take the security of your personal data seriously and have implemented appropriate technical and organizational measures to protect your data against unauthorized access, loss, or destruction. However, please note that no method of transmission over the internet or method of electronic storage is 100% secure.

## 5. Data retention and deletion

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. You can request the deletion of your data at any time by contacting us via the contact details provided below. We will delete your data unless we are legally required to retain it or it is necessary for legitimate business purposes such as fraud prevention.

## 6. Your rights

You may have certain rights regarding your personal information, including the right to access, correct, or delete your information. To exercise these rights or if you have any questions or concerns about the processing of your personal information, please contact us using the information provided below.

## **7. Changes to this privacy policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated Privacy Policy on our website or through other communication channels.

## **8. Contact us**

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at [\*\*support@casedriver.nl\*\*](mailto:support@casedriver.nl).