

2026-02-19

# Privacy and Cookie Statement

The logo consists of the word "voortaan" in a lowercase, sans-serif font. The letter "v" is stylized with a diagonal line through it, and the "o" has a small vertical bar extending from its top.

Subject: Privacy and Cookie Statement of Voortaan  
Company: Voortaan Samen B.V.  
Reference: 20260219-PP-0957-Voortaan-002  
COC/KvK no: 93120397  
IBAN: -  
Address: Pedro de Medinaalaan 3B, 1086 XK Amsterdam, The Netherlands  
P.O. Box 59592 1040 LB Amsterdam, The Netherlands



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## Privacy and Cookie Statement of Voortaan

This is the Privacy and Cookie Statement of Voortaan Samen B.V. (hereinafter 'Voortaan') with its registered office at Pedro de Medinaalaan 3B, 1086 XK Amsterdam, The Netherlands and listed at the Trade register of the Dutch Chamber of Commerce under number 67723179.

By visiting the Voortaan website (<https://www.voortaan.nl>), the Voortaan/Packhunt platform (<https://app.packhunt.io/>), contacting Voortaan/Packhunt or using the Voortaan/Packhunt services (also named: Solutions), it is possible that certain personal data will be processed. Voortaan takes your privacy very seriously and shall handle your personal data with the utmost security and care. This Privacy and Cookie Statement offers information about the way Voortaan processes your personal and your rights concerning the processing of your personal data. Voortaan advises that you read this Privacy and Cookie Statement thoroughly. Should you have any questions or remarks, please contact Voortaan at [privacy@voortaan.nl](mailto:privacy@voortaan.nl) or through the contact page on the Voortaan website (<https://www.voortaan.nl/contact>).

### 1. Responsibility for the processing of your personal data

Voortaan as the controller is responsible with regard to the processing of your personal data.

## 2. Data we collect

Voortaan may collect the following data:

- Account and contact information: Name, address, e-mail, username, password.
- Financial information: Name or Company name, billing address, bank details, credit card details, payments and outstanding balance.
- Business information: Voortaan may collect (potential) customer information (information on our opportunity together in communication, call logs, notes and tasks and the opportunity type).
- Service data:
  - Account and contact information: Authorized Users using the Voortaan platform may invite people without a Voortaan account to their organization/workspace by providing an email address.
  - Files: Authorized Users using the Voortaan platform and services may upload files to use in Voortaan services (e.g. Geometry files, images, IFC files, etc.).
  - Input data: Authorized Users using the Voortaan platform and services may provide (model) input data (e.g. name, project name, building width, etc.).
  - Result data: Authorized Users using the Voortaan platform and services may generate and store data (e.g. calculation results).
  - Log data: The Voortaan platform infrastructure and servers automatically collect and record information in log files when any user accesses or uses the Voortaan Platform and services.
- Usage information
  - Metadata: Voortaan collects information that provides additional context about how you use the website, Voortaan platform and services. For example the users, features, content, links and third party services you interact with.
  - Device information: Voortaan may collect information about devices accessing the website, Voortaan platform and services. For example the type of device, operating system, device settings and crash data.
  - Location information: Voortaan may collect information about devices accessing the website, Voortaan platform and services to help approximate the device location.
- Third party services: Voortaan may collect information about third party services that Authorized Users integrate into Voortaan services.

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### 3. How we collect and receive data

You directly provide Voortaan with most of the data we collect. Voortaan collects and processes data when you:

- Interact with the Voortaan website.
- Sign up online.
- Voluntarily complete a customer survey.
- Provide feedback via the Voortaan support systems.
- Provide feedback via email.
- Contact Voortaan via phone or email.
- Use the Voortaan platform and services.

Voortaan may also receive your data indirectly from the following sources:

- A service made with the Voortaan platform by a third party. We may receive personal data if it is provided in or via a Voortaan service created by a third party. In this case the third-party is responsible for protecting your personal data.

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## 4. Use of personal data

In the table below you will find an overview of the purposes for the processing of your personal data. You will also find a specification of which data Voortaan uses for that specific purpose, the legal justification, and the amount of time Voortaan keeps this data.

Purpose	Personal data (see Section 2)	Legal basis	Storage period
Financial administration	Financial information	Necessary for the performance of a contract	As long as necessary for this purpose
Invoicing	Financial information	Necessary for the performance of a contract	As long as necessary for this purpose
Account registration	Account information	Necessary for the performance of a contract	As long as necessary for this purpose
Providing the service itself	Service data & Third party services	Necessary for the performance of a contract	As long as necessary for this purpose
Observability of our infrastructure reliability	Service data	Necessary for the performance of a contract	As long as necessary for this purpose
Communication with the (potential) customer	Business information	Necessary for the legitimate interest of the controller	As long as necessary for this purpose
Measure the use and effectiveness of our platform and services	Usage information & Third party services	Necessary for the legitimate interest of the controller	As long as necessary for this purpose
Measure user behavior of and effectiveness of our media outlets	Usage information	Necessary for the legitimate interest of the controller	As long as necessary for this purpose
Handling complaints about the product	Account information	Necessary for the performance of a contract	As long as necessary for this purpose

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## 5. Access to your personal data

Voortaan will not share your personal data with third parties, unless this is necessary for providing the website, Voortaan platform and services or if Voortaan is obliged to do so under applicable law and/or regulations. In the event of use by third parties, Voortaan will, in accordance with the General Data Protection Regulation ("GDPR"), ensure appropriate data processing agreements (if required), whereby the security of personal data is guaranteed by the processor.

We may use the following services to host data or provide infrastructure that helps with the delivery of our website, Voortaan platform and services:

- Amazon Web Services, Inc (Region: Europe) (<https://aws.amazon.com/privacy/>)
- Google Analytics GMT (<https://policies.google.com/privacy?hl=en-NL>)
- HubSpot, Inc (<https://legal.hubspot.com/privacy-policy>)
- MailChimp (<https://mailchimp.com/help/data-privacy/>)
- MailJet (<https://www.mailjet.com/legal/privacy-policy>)
- MixPanel, Inc (<https://mixpanel.com/legal/privacy-policy>)
- Mollie (<https://www.mollie.com/privacy>)
- MS Clarity (<https://privacy.microsoft.com/nl-NL/privacystatement>)
- Tiger Data (<https://www.tigerdata.com/legal/privacy>)

## 6. Protection of your personal data

To protect personal data against unlawful processing, Voortaan uses technical and organizational security measures. To this end, Voortaan will protect personal data in a manner that can reasonably be expected.

## 7. Storage period

The moment the storage of the personal data is no longer necessary for the purpose for which it was collected, the personal data will be destroyed.

## 8. Transfer of personal data to third countries or international organizations

It may be necessary to transfer personal data to companies located outside the European Economic Area ("EEA"). If personal data is transferred outside the EEA, Voortaan will use the Privacy Shield or the EU Model Clauses to protect the personal data as much as possible.

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## 9. Your rights

Under the GDPR you have the following rights:

- **The right to be informed and right of access (article 13,14 and 15 GDPR);**  
You may access your personal data and make any necessary changes in your account. If you would like to see which personal data Voortaan has obtained about you, you may exercise your right of access by submitting a request to Voortaan by contacting us through [privacy@voortaan.nl](mailto:privacy@voortaan.nl).
- **The right to rectification (article 16 GDPR);**  
If you wish to make changes in your personal information that you have seen as a result of a request for access and you are unable to make the changes yourself in your account, you may request that Voortaan make these changes for you. You may request that Voortaan modifies, corrects, supplements, erases or shields your information.
- **The right to erasure ('right to be forgotten') (article 17 GDPR);**  
You can request Voortaan to delete the personal data. It is possible to request this if:
  - The processing is no longer necessary for achieving the purpose;
  - The purpose of the processing is based on your consent and you withdraw this consent;
  - If you make well-founded objections to the processing;
  - If there is no legal basis for processing.
- **The right to restrict processing (article 18 GDPR);**  
In case you suspect that Voortaan uses your personal data unlawfully, you can restrict the processing.
- **The right to data portability (article 20 GDPR);**  
In case the processing of personal data is based on your consent or the necessity for the performance of the agreement, you have the right to obtain your personal data. Voortaan will provide this in a structured and standard format. In this manner you can transfer your data to another processor.
- **The right to object (article 21 GDPR);**  
In case you have any objection against the processing of the personal data, you have the right to object against the processing. You can send your request to exercise the rights to [privacy@voortaan.nl](mailto:privacy@voortaan.nl). Voortaan will respond within one week. In case of any legally complicated requests, Voortaan is entitled to extend this period of time with two months and will inform you about this together with an estimation of time in which Voortaan can comply with the request. In case of complaints regarding unlawful processing of personal data, you have the right to contact the national data protection authority. In The Netherlands, this is the Autoriteit Persoonsgegevens.

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## 10. Cookies

The moment you visit Voortaan's website and/or the Voortaan platform or services, it collects certain information in an automated way by using cookies. Cookies are small text files on your computer (or other devices with internet access) that are saved on the moment you visit a website or platform. When a cookie is necessary to offer the service, explicit consent must be asked to accept the cookie on your device. Cookies permit a website or platform to recognize your device. Cookies can have several objectives: to consider the preferences of the user by for example language preferences, remember passwords, login data, collect statistical data, alter the content etc.

Voortaan use cookies for the following objectives:

- To alter the mobile site in the version suited for the mobile device
- Identify the user and track the user's session
- Indication how the site is rendered
- Security

There are different kind of cookies:

### A. First-Party Cookies

The cookies that have been set on the Voortaan website and/or the Voortaan Platform.

### B. Third-Party Cookies

The cookies that have been set on the Voortaan website and/or the Voortaan Platform by another domain than the Voortaan website and/or the Voortaan Platform (for example Google Analytics-cookies).

### C. Session Cookies

These cookies are on the Voortaan website and/or the Voortaan Platform to link actions during a specific browser session to a user. These cookies will be deleted when a user closes the browser.

### D. Constant Cookies

These cookies stay during a certain period on the device of the user.

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Voortaan uses the following cookies on its website and/or the Voortaan Platform:

- **Strictly necessary cookies**

Cookies that let users browse through the website. This is necessary for security reasons.

Voortaan uses:

- JWT

- **Functionality cookies**

Voortaan doesn't use functionality cookies to make the website able to remember user choices to offer personal functionalities. These cookies cannot follow your browser activity on other websites and do not collect information that can be used for advertisement objectives.

- **Third party cookies**

Some cookies are from other third parties, like Google Analytics. These companies use the cookies to collect information about your interaction with Voortaan's website, like the pages you visit, links you click on and the visitor time on our website.

- Google Analytics
- MS Clarity

In case you wish that the cookies of Voortaan's website are not placed on your device, you can select this option by your first visit to Voortaan's website. When you have already accepted the cookies, the cookie notification disappears. In that case you need to delete the cookies.

In case you wish to block or delete cookies, or alter your cookie settings, you can do this by changing the settings of your browser [Internet browser: Options >> Preferences]. When you use several devices to visit the website, you need to alter the settings of every device to your cookie preferences.

Take into account that when you block certain cookies, a possible consequence is that certain parts of the website and/or graphic elements are not accessible or not usable.

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## 11. Privacy and Cookie Statement changes

This Privacy and Cookie Statement is subject to changes. Any future changes to the way in which Voortaan has organized the protection of personal data are published on its website via this Privacy and Cookie Statement. To be sure that you are familiar with the changes, Voortaan asks you to check the Privacy and Cookie Statement regularly.