

COOKIE STATEMENT

CELLCARE HEALTH GROUP
OHMSTRAAT 3A
3861 NB NIJKERK
NEDERLAND

CELLCARE.NL
INFO@CELLCARE.NL
COC 08221204

1. MAPPING YOUR VISIT OF OUR WEBSITE

A. COOKIES

- i. A cookie is a small text file that is stored by the browser of your computer, tablet or smartphone when you first visit this website.
- ii. CellCare Health Group uses different types of cookies:
 - a. Functional cookies: These are cookies with a purely technical functionality. These ensure that the website works properly, so that it can, for example, remember your preferred settings. Using these, we can also optimize our website and the services through our website.
 - b. Analytic cookies by third parties: These cookies can keep track of your online behaviour. These cookies are used by Google Analytics.
 - c. Tracking cookies: These cookies are placed by an external party. By reading these cookies the advertiser recognizes you when you visit a site in which he is also involved. If you continue browsing, personalized ads can be shown. These cookies can also keep track of your online behaviour, which may result in a very specific profile being built by these parties. This profile can be so detailed that it is considered personal data.

B. CHANGE COOKIE SETTINGS

- i. Your cookie settings were set by you on your first visit to our website. All non-functional cookies can be denied per category. Placement of cookies, other than functional or anonymous analytical cookies, takes place only after an active action by you as a visitor. You can change your settings at any time via our website

C. LEGAL BASIS OF DATA PROCESSING

- i. Functional cookies: The basis for processing functional cookies is the legitimate interest of CellCare Health Group. The interest of CellCare Health Group is based on the need to ensure proper functioning of the website. However, the user's interest in maintaining his or her privacy is not exceeded, as functional cookies do not collect personal data that can be used for marketing or other purposes.
- ii. Analytical and tracking cookies: The basis for processing analytical and tracking cookies concerns the consent given to CellCare Health Group}. This article provides that the processing of personal data is only allowed if the data subject has given his or her unambiguous consent. The requested consent gives you, the user, control over your personal data and provides transparency on how this data is used.

2. COOKIE OVERVIEW

A. COOKIE NAME, COOKIE TYPE, COOKIE FUNCTION AND THE RETENTION PERIOD

- i. The different types of cookies that the CellCare Health Group website uses are shown in the table below.
- ii. On cellcare.nl, there are a total of 36 different cookies. The following cookies are placed on the visitor's hard drive when you visit the CellCare Health Group website:

B. COOKIE TABLE

Name	Type(s)	Cookies	Duration
DoubleClick	Tracking	test_cookie	End of session

DoubleClick uses cookies to recognize the visitor, also on other websites, for advertising purposes. Personalized advertisements can be offered through tracking. The behavior of the visitor with the personalized advertisement can also be investigated. Your behavior can be mapped using this cookie.

Facebook	Tracking	_fbp	3 months
Facebook	Tracking	c_user	End of session
Facebook	Tracking	fr	3 months
Facebook	Tracking	xs	End of session

Facebook uses different cookies. Collected user data is specifically adapted to the user or device. The user can also be followed outside of the loaded website, creating a picture of the visitor's behavior

Google	Analytical, Tracking	__Secure-3PAPISID	End of session
Google	Analytical, Tracking	__Secure-3PSID	End of session
Google	Analytical, Tracking	__Secure-APISID	End of session
Google	Analytical, Tracking	__Secure-HSID	End of session
Google	Analytical, Tracking	__Secure-SSID	End of session
Google	Analytical, Tracking	_gcl_au	3 months
Google	Analytical, Tracking	IP_JAR	End of session
Google	Analytical, Tracking	APISID	End of session
Google	Analytical, Tracking	HSID	End of session
Google	Analytical, Tracking	NID	End of session
Google	Analytical, Tracking	SAPISID	End of session

Name	Type(s)	Cookies	Duration
Google	Analytical, Tracking	SID	End of session

These cookies are set by Google. They are used for analytical purposes and to collect data on the use of Google services. These insights enable both Google and the website owner to improve services and the website. Google also uses the data collected for personalised advertising purposes. The interactions and preferences are stored per visitor. This data processing takes place in the United States of America.

Google Analytics	Analytical	_ga	2 years
Google Analytics	Analytical	_ga_JCN65BBLQF	2 years
Google Analytics	Analytical	_ga_QCZFG76L36	2 years
Google Analytics	Analytical	_ga_W343FDFVP	2 years
Google Analytics	Analytical	_gaexp	3 days
Google Analytics	Analytical	_gat_UA-18807829-1	End of session
Google Analytics	Analytical	_gat_UA-188078291-1	End of session
Google Analytics	Analytical	_gid	22 hours

These cookies are set by Google Analytics. These cookies give us a better picture of visitor behaviour on the website. This is used to improve the user experience on the website. This processing takes place in the United States of America.

Hotjar	Analytical, Tracking	_hjAbsoluteSessionInProgress	End of session
Hotjar	Analytical, Tracking	_hjFirstSeen	End of session
Hotjar	Analytical, Tracking	_hjIncludedInPageviewSample	End of session
Hotjar	Analytical, Tracking	_hjIncludedInSessionSample	End of session
Hotjar	Analytical, Tracking	_hjIncludedInSessionSample_3086964	End of session
Hotjar	Analytical, Tracking	_hjSession_3086964	End of session
Hotjar	Analytical, Tracking	_hjSessionUser_3086964	1 years

These cookies are set by Hotjar. They provide analysis and feedback of the website based on the user's visit. In this way it is possible to adapt the website to the wishes of the visitors.

Site Cookies (Functioneel)	Functional	c6e03fd12f2c9dd1b137a3624b8b7c5a	5 years
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Name	Type(s)	Cookies	Duration
Site Cookies (Functioneel)	Functional	cellcare_supplements_session	1 hours
Site Cookies (Functioneel)	Functional	shown_popups	1 months
Site Cookies (Functioneel)	Functional	XSRF-TOKEN	1 hours

These cookies keep up data entered on the website, so that the use of the website is easier for the user. This may include login data, data that is entered on forms and saving preferences.

3. GOOGLE ANALYTICS

A. GOOGLE

- i. Through our website a cookie is placed of a company called Google. These cookies are part of the "Analytics" service. We use this service to investigate how you as a visitor use our website. Google makes insightful reports about this for us.
- ii. Google may provide this information to third parties if Google is legally obliged to do so, or if third parties process the information on behalf of Google. CellCare Health Group has no influence on this.
- iii. You can read here (<https://policies.google.com/technologies/partner-sites?hl=en>) how Google uses your personal data and for what purposes it is used.

B. PRIVACY SETTINGS

- i. By means of this cookie statement we inform you about the use of this type of cookie.
- ii. CellCare Health Group has concluded a processor agreement with Google.
- iii. The information that Google collects is anonymized as much as possible. However, your IP address is not, so that your location remains traceable.
- iv. We have provided Google with permission to use the gathered data for other products and services by Google companies (like e.g. AdWords and DoubleClick)

4. THIRD PARTIES' WEBSITES AND AMENDMENTS

- i. This cookie statement does not apply to third-party websites linked to our website. It is not possible for CellCare Health Group to guarantee that these third parties handle your personal data in a reliable and secure manner. However, CellCare Health Group is committed to ensuring the same level of security of your data.
- ii. Always consult these websites' privacy statement before using these websites.
- iii. A known third party is Google, read here (<https://business.safety.google/privacy/>) they also handle personal data.
- iv. This cookie statement is subject to change. When it is changed, you will be asked again to give permission to place the modified cookies. The current version of this cookie statement is 20241203.

5. ACCESSING, ADJUSTING OR DELETING YOUR DATA

A. YOUR RIGHTS

- i. You have the right to
 - a. access your personal data,
 - b. request an adjustment of your data
 - c. request that less of your data be processed by us,
 - d. apply for the removal of your data,
 - e. have your data transferred to someone else and
 - f. file a complaint as described in article 6.
- ii. If you have any questions or comments about the way CellCare Health Group processes your data, please send them to info@cellcare.nl.
- iii. CellCare Health Group wants to be sure that the request has been made by you. That is why we kindly ask that you, along with your request for access, correction or removal, send us a copy of your ID. To protect your privacy, CellCare Health Group asks you to cover your photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), document number and citizen service number/social security number in this copy.
- iv. CellCare Health Group will respond to your request as soon as possible, but at least within four weeks.

6. RIGHT TO COMPLAIN

A. INTERNAL HANDLING

- i. If you have any complaints about the processing of (personal) data, CellCare Health Group would like to clear the air with you in mutual consultation. Please send your complaint to info@cellcare.nl.

B. DATA PROTECTION AUTHORITY

- i. Based on the General Data Protection Regulation, you have the right to submit a complaint to your own Data Protection Authority about our processing of your personal data. You can contact the lead supervisory authority of CellCare Health Group, which is the Dutch DPA (Autoriteit Persoonsgegevens). For more information on your right to complain, please visit the Dutch DPA's website: <https://autoriteitpersoonsgegevens.nl/en>.