Privacy policy

Version: 15 November 2026
Web version: https://itcomsol.nl/en/legal/privacy

> This PDF is generated automatically from the text on the web page, so its content is identical to the web version.

Introduction

This is a translation provided for convenience. The Dutch version is legally authoritative.

IT Commerce Solutions B.V. respects the privacy of its website visitors, in particular the rights of visitors regarding the automated processing of personal data.

For full transparency with our clients, we have formulated and implemented a policy regarding these processing operations, their purpose and the options for data subjects to exercise their rights as effectively as possible.

For additional information about the protection of personal data, you can visit the website of the Dutch Data Protection Authority: https://autoriteitpersoonsgegevens.nl.

Until you accept the use of cookies and other tracking systems on the website, we will not place analytical cookies and/or tracking cookies on your computer, mobile phone or tablet.

By continuing to visit this website, you accept the following terms of use.

The current version of the privacy policy available on the website is the only version that applies while you visit the website, until a new version replaces the current version.

Article 1 - Legal provisions

- Website: https://itcomsol.nl
- Responsible for the processing of personal data: IT Commerce Solutions B.V., Chamber of Commerce number 94353603.

Article 2 - Access to the website

Access to the website and its use is strictly personal.

You will not use this website and the data and information provided on it for commercial, political or advertising purposes, nor for commercial offers and in particular not for unsolicited electronic offers.

Article 3 - Website content

All brands, images, texts, comments, illustrations, animations, video clips, sounds and technical applications used to operate the website, as well as all components used on this site, are protected by intellectual property rights.

Any reproduction, repetition, use or adaptation of all or part of the website, including technical applications, without prior written consent from the responsible party, is strictly prohibited.

If the administrator does not take immediate action against an infringement, this cannot be interpreted as tacit consent or a waiver of legal proceedings.

Article 4 - Website management

- For proper management of the website, the administrator may at any time suspend, interrupt or restrict access for a particular category of visitors to all or part of the website.
- The administrator may temporarily make the website unavailable in order to perform updates.

Article 5 - Responsibilities

The administrator is in no way responsible for failures, malfunctions, difficulties or interruptions in the functioning of the website that make the website or any of its features inaccessible.

The way you connect to the website is your own responsibility. You must take all appropriate measures to protect your equipment and data against, among other things, virus attacks on the internet.

You are also responsible for the websites and data you access on the internet.

The administrator is not liable for any legal proceedings taken against you due to the use of the website or services accessible via the internet, or due to violation of the terms of this privacy policy.

The administrator is not responsible for any damage that you, third parties or your equipment may suffer as a result of your connection to or use of the website.

If the administrator becomes involved in a dispute as a result of your use of this website, they are entitled to recover all damages suffered and to be suffered from you.

Article 6 - Data collection

Your data is collected by IT Commerce Solutions B.V.

Personal data means any information about an identified or identifiable natural person.

The personal data collected on the website is primarily used to maintain relationships with you and, where applicable, to process your orders.

Article 7 - Your rights regarding your data

Under Article 13(2)(b) of the GDPR, everyone has the right to access, rectify, erase or restrict the processing of their personal data, as well as the right to object to processing and the right to data portability.

You can exercise these rights by contacting us at info@itcomsol.nl.

Each request must be accompanied by a copy of a valid identity document on which you have placed your signature and stating the address at which you can be contacted.

You will receive a response within 1 month of submitting the request. Depending on the complexity and number of requests, this period may be extended by 2 months if necessary.

Article 8 - Processing of personal data

In the event of a violation of any law or regulation of which the visitor is suspected and for which the authorities require personal data collected by the administrator, these will be provided to them following an explicit and reasoned request from those authorities.

After that, these personal data are no longer covered by the provisions of this privacy statement.

If certain information is required to access specific features of the website, the responsible party will indicate the mandatory nature of this information at the time of requesting the data.

Article 9 - Commercial offers

You may receive commercial offers from the administrator. If you do not or no longer wish to receive these, send an email to info@itcomsol.nl.

If you encounter personal data while visiting the website, you must refrain from collecting it or any other unauthorized use.

The administrator is in no way responsible in the above-mentioned situations.

Article 10 - Data retention period

The data collected by the website administrator is used and stored for the period prescribed by law.

Statistics with cookies: we keep data about individual events and data linked to your browser for 14 months. If you visit the website again, those 14 months start again for the data linked to your browser. Totals in our standard reports (such as the number of visits per month) are not covered by this period.

AI assistant: the retention periods for questions put to the assistant are in article 14.

Visitor statistics without cookies: see article 15.

Free Google Ads analysis: with your permission we read your Google Ads account, only for the report of that analysis. We delete that data within 30 days.

Article 11 - Cookies

- A cookie is a small text file that is placed on your computer's hard drive when you visit our website.
- A cookie contains data so that you can be recognized as a visitor each time you visit our website.
- We use functional cookies, such as session and login cookies, to track session and login information.
- We use analytical cookies to gain insight into visitor numbers, popular pages and topics.
- More specifically, we do not use any other cookies.
- When you visit our website, cookies from the responsible party and/or third parties may be installed on your device.
- For more information about the use, management and deletion of cookies, we refer you to the Dutch Data Protection Authority.

Article 12 - Visual material and offered products

No rights can be derived from the visual material associated with the products offered on the website.

Article 13 - Applicable law

Dutch law applies to these terms.

The court at the place of establishment of the administrator has exclusive jurisdiction in any disputes regarding these terms, except where a statutory exception applies.

Article 14 - AI assistant

On this website and via WhatsApp you can put questions to our AI assistant. The assistant is a computer program that uses artificial intelligence (AI) to write an answer based on the texts on our website, and names the source with every answer. The answers are made by AI and can be wrong. Check important information on the source page or contact us at info@itcomsol.nl.

Which data: the text of your question and of the answer, the sources that were used and technical data such as the time, the channel (website or WhatsApp), the number of tokens used (the unit of measure of the language model) and the costs. Via WhatsApp we also receive your phone number. We do not store that number in readable form, only as an unreadable code (a so-called HMAC). We do not store your IP address in the assistant's log. Before storing your question we remove email addresses, phone numbers, bank account numbers and postcodes with house numbers from it. Please avoid entering personal data in your question anyway.

Why: you ask a question yourself and we process your data to answer it and to keep the assistant safe and reliable. We do not build a profile of you and do not use the conversations for marketing. Via WhatsApp we only reply to a message from you, never on our own initiative.

Processors: your question and the related pieces of text from our website go to our AI service provider, which supplies the language model that writes the answer. Message traffic via WhatsApp runs through WhatsApp itself. A storage service in the EU (EU-West region) stores the assistant's data. Our hosting provider hosts the website. A service that protects the site against abuse checks, before the chat starts, that you are not a robot. Some of these parties process data outside the European Economic Area, including in the United States.

Assistant log: we keep the question and the answer, after personal data has been removed from them, for 30 days. After that we erase the text.

Counts without text (such as the number of questions, the tokens used, the costs, the sources used and the reason for a refusal) we keep for 14 months.

We keep a WhatsApp conversation for 24 hours. After that it is erased.

Technical data needed to make the chat work (a session on the website and the ID of a received WhatsApp message) we keep for 7 days.

Erasing your conversation via WhatsApp: send the message STOP. We then erase your WhatsApp conversation right away and confirm this with a message. For your other rights, such as access to and erasure of data in the log, article 7 applies.

Article 15 - Visitor statistics without cookies

We count visits with the analytics service of our hosting provider. It uses no cookies and does not follow you across days; we only see totals, such as pages viewed, the website you came from, the country, the type of device and browser, and whether the AI assistant is used.

We do this on the basis of our legitimate interest (Article 6(1)(f) GDPR): seeing whether the website works and what is being read. You can object to this via info@itcomsol.nl.

Our hosting provider (United States) processes this as our processor, under the EU-U.S. Data Privacy Framework and the standard contractual clauses.

We look at these figures over a period of at most 12 months.

Article 16 - Website wish conversation

On the Website wish page you record your wishes for a website or Google Ads in a short conversation with our AI assistant. The assistant asks the questions and makes a plan. What the assistant writes is made by AI and can be wrong.

Which data and why: your answers in the conversation and, only when you click send, your name, your email address, your phone number and company name (if you fill them in) and the plan. We use these to contact you at your request and to make a proposal (Article 6(1)(b) GDPR).

Processors: your answers in the conversation go to our AI service provider, which supplies the language model; your name and contact details do not go there. Our hosting provider hosts the website, a service that protects the site against abuse checks that you are not a robot, a storage service in the EU (EU-West region) only keeps counts without text and our email provider delivers your request as an email. Some of these parties process data outside the European Economic Area, including in the United States.

Retention: we do not keep the conversation itself; if you close the page without sending, it is gone. We keep your sent request as long as a message via the contact form (article 10). Counts without text and the technical session we keep as for the AI assistant (article 14). Article 7 applies to your rights.

Article 17 - Comments and messages on Instagram

We reply to comments and messages on Instagram on behalf of brands we manage. If you ask for a link in a comment, we send it to you.

Which data and why: the text of your comment, your username, the comment ID and the message ID. We only use these to send you the link you asked for and to reply.

Retention: we keep this data for 30 days. After that we erase it.

Deletion: if you want us to delete your data sooner, send an email with your Instagram username to info@itcomsol.nl. We delete the data and let you know. Article 7 applies to your other rights.

Article 18 - Pins on Pinterest

For brands we manage, we publish pins on Pinterest. The account holder connects their own Pinterest account.

We only publish pins that a staff member has approved in advance. We do not store passwords.

The account holder can revoke access at any time in the Pinterest settings, under Apps.

Article 19 - Contact

For questions, product information or information about the website itself, you can contact IT Commerce Solutions B.V. at info@itcomsol.nl.