

COOKIE STATEMENT

ZANTMAN
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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. Zantman 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. Cookie notification and what to do when you don't like cookies

- 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

2. COOKIE OVERVIEW

A. Cookie name, cookie type, cookie function and the retention period

- i. The different types of cookies that the Zantman website uses are shown in the table below.
- ii. On zantmankliniek.nl, there are a total of 92 different cookies. The following cookies are placed on the visitor's hard drive when you visit the Zantman website:

B. Cookie table

Name	Type(s)	Cookies	Duration
Bing	Functional, Analytical, Tracking	_uetsid _uetvid MR MUID	22 hours 1 years 1 weeks 1 years

These cookies are set by Google for using Google Maps and Google Adwords. For example, preferences are saved, they protect against unauthorised access and they make clear which media, used by Google Adwords, is effective. You can read [here](#) how Google uses your personal data.

Google Analytics	Analytical	_ga	2 years
		_ga_BJJ5ZRVL5D	2 years
		_gat_gtag_UA_126524874_1	End of session
		_gid	End of session
		_gat_gtag_UA_50470362_2	22 hours
		_gat_UA-126524874-1	End of session

Google uses the _ga cookie to give the website administrator an idea of the visitor flow through the Google Analytics service. The _gat cookie ensures that an unlimited number of requests to transfer data can't be sent.

Hotjar	Analytical, Tracking	_hjAbsoluteSessionInProgress	End of session
		_hjFirstSeen	End of session
		_hjid	End of session
		_hjIncludedInPageviewSample	1 years
		_hjIncludedInSessionSample	End of session
		_hjSession_2612219	End of session
		_hjSessionRejected	End of session
		_hjSessionUser_2612219	End of session

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.

Hubspot	Tracking	__hssc	End of session
		__hssrc	End of session
		__hstc	End of session
		hubspotutk	6 months

Hubspot's _hstc cookie is the most important cookie for tracking visitors. It contains the domain, user tracking token, the first timestamp (first visit), the last timestamp (last visit), the current timestamp (this visit) and the session number (steps for each subsequent session).

This cookie keeps track of the sessions. This is used to determine whether HubSpot should increase the session number and time stamps in the __hstc cookie. When HubSpot changes the session cookie, the cookie _hssrc is set to determine whether the visitor has restarted his browser.

Cookie hubspotuk is used to track a visitor's identity. This cookie is transmitted to HubSpot when submitting the form and is used to deduplicate contacts.

Hubspot (functional)	Functional	__cf_bm __hs_do_not_track	End of session 1 years
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Oribi	Analytical, Tracking	bridge_sid_XzI3ODE4ODcyNg	1 hours
		bridge_uid_XzI3ODE4ODcyNg	1 years
		oribi_session	End of session
		oribi_user_guid	session
		bridge_sid_Xy0xOTcxMTYyOTE1	1 years 1 hours

Oribi uses cookies to improve the websites of their users by checking how long someone is on a page, which page he / she came from, etc. The information used is anonymous by default, but the Oribi user can also use the service person-specifically. .

Smartsupp	Functional, Analytical	ssupp.animbnr	End of session
		ssupp.chatid	session
		ssupp.vid	End of session
		ssupp.visits	6 months 6 months

Smartsupp cookies make our chat function work optimally. Cookies placed correctly allocate server traffic. A so-called load balancer is used to determine which server currently has the best availability. The information generated is completely anonymous. The other cookies under Smartsupp are necessary for the functionality of the chat box function and identify the last page visited by the visitor. This is used to make the chat function more relevant and to support you as well as possible in chat conversations.

YouTube	Tracking	VISITOR_INFO1_LIVE	6 months
		YSC	End of session

These are cookies that are placed by YouTube to analyze the behavior of visitors. A YouTube video is placed on the site and when the user views it, information is released.

3. GOOGLE ANALYTICS

A. Google

- i. Through our website cookies are placed by 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. Zantman has no influence on this.
- iii. You can read [here](#) 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. Zantman has concluded a processor agreement with Google.
- iii. The information that Google collects is anonymized as much as possible. We used IP-masking, so that your location is not traceable.
- iv. We prohibited Google 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

A. This privacy and cookie statement does not apply

- i. To websites of third parties that are linked to on our website. It is not possible for Zantman to guarantee that these third parties handle your personal data in a reliable and secure manner. However, Zantman is committed to ensuring the same level of security of your data.
- ii. Always consult these websites' privacy statement before using these websites.
- iii. 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 20210521.

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 Zantman processes your data, please send them to info@zantmankliniek.nl.
- iii. Zantman 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, Zantman 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. Zantman 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, Zantman would like to clear the air with you in mutual consultation. Please send your complaint to info@zantmankliniek.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 Zantman, 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>.