

## Privacy Policy ICEPAY

### Privacy Statement

ICEPAY respects your privacy and all personal data will be treated confidentially. Respect for the privacy of customers is the starting point for all ICEPAY activities. ICEPAY will use your personal data in accordance with the applicable legislation. This statement is part of the code of conduct that the employees of ICEPAY endorse and comply to.

### Your personal data

Our registration forms request users to provide us with personal and business information, such as name, address, and email and company activities. ICEPAY registers this personal information to perform financial transactions, maintain and improve our services and to deliver the information and support you request. Additionally your data is used to verify your identity, to investigate and prevent fraud or other illegal activities, to protect our rights and property and for any other purpose mentioned in our [Terms and Conditions](#).

Your personal data may be shared with third parties/recipients:

- If we believe that disclosure is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request,
- To complete an application or process (requested by you).

### Management of personal data

You can view and change your personal data at all times by logging in to the ICEPAY portal (except for changing the Company name). All change requests will be reviewed by our Underwriting Department and approved if correct. Our [Customer Service Department](#) may be contacted during office hours for all general questions. Our Compliance Department may be contacted for escalated issues regarding privacy.

#### Compliance Department

[compliance@icepay.com](mailto:compliance@icepay.com)

ICEPAY B.V., Att. Compliance

Nachtwachtlaan 20

1058 EA Amsterdam

The Netherlands

#### Customer Service

[info@icepay.com](mailto:info@icepay.com)

ICEPAY B.V.

Nachtwachtlaan 20

1058 EA Amsterdam

The Netherlands

We kindly remind you that changing or deleting your personal information may limit the use of the services offered by ICEPAY. Changing or deleting your personal data will not affect your contractual agreement with ICEPAY. This agreement remains unchanged for the agreed duration. According to Dutch law, copies of documentation and information about you and your transactions are archived for a period of 5 years and stored in a location in the Netherlands, even after deactivation of your account.

### Cookies

Our website uses cookies. Cookies are small data files that enable us to store certain login information and directly connect with the system of the user. Cookies cannot be used to identify individuals, only devices and facilitate a more user friendly service like preferences etc. Every visitor can set up their computer to prevent cookies from being accepted. For detailed information on cookie us, please refer to the ICEPAY [Cookies page](#).

### Security

We take reasonable measures, including administrative, technical, and physical safeguards to help protect information from loss, theft, unauthorized access and misuse.

### Privacy Policy updates

ICEPAY reserves the right to change this privacy policy at all times. It is your responsibility to periodically verify the applicable policy and to comply with the most recent version. All changes will be posted on our website.