

EEN GEZONDE ZAAK

PRIVACY POLICY BEDRIJFSFITNESS NEDERLAND B.V.

Effective Date: 26.6.2025

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Bedrijfsfitness Nederland B.V. (also referred to as "**BFNL**", "**we**" or "**us**") is a company belonging to Epassi Group of companies. We respect your privacy and are dedicated to protecting the privacy of individuals using our services. We are committed to complying with the applicable data protection laws, including GDPR. This privacy policy describes how we process personal data; e.g. what kinds of personal data we collect, for which purposes the personal data is used and to which parties the personal data can be disclosed.

This privacy policy applies to users of BFNL's services, including users of BFNL's end-user services and visitors of our websites. We believe that you should know how we use your personal data, and how you can affect the collection and use of your personal data. In this Privacy Policy we explain the purposes of collecting and use of your personal data as well as how we have ensured that you have adequate control over your own personal data.

Should you have any questions on the use of your personal data, you are always welcome to contact us at klantenservice@bfnl.nl or our Group DPO at dataprivacy@epassi.com

Please note that our services may also contain links to external websites and services operated by other organizations that we do not manage. This privacy policy is not applicable to their use, so we encourage you to review the privacy policies that apply to them.

2. DATA CONTROLLERS AND CONTACT INFORMATION

Controller	Bedrijfsfitness Nederland B.V.
Address	Abe Lenstra Boulevard 10, 8448 JB Heerenveen Postbus 842
Telephone number	+31 (0)513 – 633 111
Chamber of Commerce number	01121539
Web	www.bedrijfsfitnessnederland.nl
Email	klantenservice@bfnl.nl
Epassi Group Data Protection Officer (DPO)	Mevr. Taika Pöntinen E-mail: dataprivacy@epassi.com

3. PURPOSES, TYPE OF DATA, LEGAL BASES AND RETENTION TIMES FOR PROCESSING

We collect only such personal data that is relevant and necessary for the purposes described in this privacy policy.



Purpose of Processing	Categories of Data Processed	Legal Basis for Processing the Data	Retention Period
BFNL services: The personal data is processed for the distribution, use, maintenance, and development of BFNL services and products	Name, Company, Transactional information, Purchase history, Access logs, User device, Email address, Personal identification code, Phone number, Postal code, User balances, any other personal data provided by the data subject	Contract, Legitimate interest, Consent	As long as the end-user uses the services + 2 years, 10 years for transactional and financial information
Surveys and competitions: Conducting surveys and arranging competitions	Name, identifying information, other data provided in the survey or competition	Consent	As long as the consent is valid
Storage of transaction history: The personal data is processed in order to store the end-users' transactional history and payment processing	Name, Company, Transactional information, Bank account number, Direct debit terms, Purchase history, Access logs	Legitimate interest	Necessary period to establish, exercise or defend legal claims, at least 10 years for transactional and financial information
Subscription data: We collect data about your subscription for the purposes of managing your subscription	Subscription type, rate, history, start and end date of the contract, membership number at the sports location, chosen sports location, cancellation or suspension duration	Contract, Legitimate interest	Contract duration (max 12 months) and 2 years thereafter
User communications and marketing: Personal data is used to provide communications	Name, Email address, Telephone number, User preferences, User balances, Company, Geographical location,	Legitimate interest, Consent	As long as the end-user remains a customer and/or



Purpose of Processing	Categories of Data Processed	Legal Basis for Processing the Data	Retention Period
regarding the service, use terms and marketing	user interactions through cookies		has accepted marketing opt-ins
Website, web analytics and cookies: The personal data is processed in order to develop our services and improve marketing activities using web analytics and cookies as well as to administrate our website and fulfill user requests.	IP address, User preferences, User device, other information collected through cookies	Consent	Maximum 2 years
Product deliveries: The personal data is processed in order to deliver products to our end-users	Name, Email address, Phone number, Delivery address, Name of employer	Contract, Legitimate interest	As long as the end-user is employed by the same employer or as required by law
Support matters: The personal data is processed in order to administrate the support matters for end-users, to provide phone line support as well as improving our services	Contact details of the party initiating and managing the support matter, Information in text fields, Information in log files, phone number, recording of the call	Legitimate interest	As long as necessary for the purpose and + 2 years Phone call recordings are stored up to 3 months (all uses) or 1 year (for open support matters only)
Complying with legal obligations (accounting, bookkeeping, etc.) or responding to legal claims: The personal data is processed in order to fulfil our legal obligations,	All categories of personal data necessary to comply with legal obligations	Legal obligation, Legitimate interest	As long as required by applicable law (until claim period runs out), financial



Purpose of Processing	Categories of Data Processed	Legal Basis for Processing the Data	Retention Period
such as for example accounting or tax legislation related obligations, or responding to legal claims			statements up to 7 years

4. DATA SOURCES

We may collect the personal data from the following sources:

- Directly from you: for example, at the time of registration or use of our services or during a customer relationship, order a newsletter or participate in a survey, contact our customer services or purchase services or products
- Your employer in relation to services which are provided by us to your employer
- Through our websites automatically, for example when our websites or interactive products or services are used
- Information collected from other sources which may be combined with the user account details – such as updated delivery information from delivery agents and public sources.

5. DISCLOSURES, TRANSFERS AND RECIPIENTS OF PERSONAL DATA

We consider all disclosures of personal data carefully and ensure that the partners and processors who receive personal data have committed to comply with the applicable data protection laws.

We disclose data to the gym locations whom you want to have a gym membership with.

We may, when necessary, disclose personal data in certain events to authorities, other companies within the same group of companies of BFNL, and to selected third parties, such as third-party service providers (such as our IT vendors and marketing agencies conducting marketing on our behalf). In such case, the personal data will only be disclosed for purposes defined above and any disclosure is always limited to only the strictly necessary personal data included in such purposes. We do not sell personal data to any third parties.

List of the processors and other recipients:

- Transportmaster BV (Accountview)
- Bright Digital BV (Hubspot-tooling)
- TRES Internet BV (Webontwikkeling)
- Axians BV (Vinci energies BV) (Cloudhosting en netwerkbeheer)
- Digitalocean BV (Cloud hosting)
- Aircall (Customer Service tool)
- Microsoft (M365-products)
- Lucanet (Financial tooling)
- Google
- Netsuite

In addition, we may share the personal data in connection with any merger, sale of our assets, or a financing or acquisition of all or a portion of our business and in connection with other similar arrangements.

6. DATA TRANSFERS OUTSIDE THE EU/EEA

Some of the services used by BFNL for processing personal data may operate outside the territory of the European Union (EU) or the European Economic Area (EEA). Thus, your data can be transferred outside the European Union and the European Economic Area.

In case personal data is transferred outside the EU/EEA, such transfers are either made to a country that is deemed to provide a sufficient level of privacy protection by the European Commission or transfers are carried out by using appropriate safeguards such as Standard Contractual Clauses (SCC) adopted, including any supplementary measures, where assessed to be necessary, or otherwise approved by the EU Commission or competent data protection authority in accordance with the GDPR.

7. PROTECTION OF PERSONAL DATA

Securing the confidentiality, integrity, and availability of personal data is important to BFNL. Our Security Management System is based on the requirements from laws, regulations, contracts and certain standards (such as ISO 27001). Security Management System consists of appropriate technical, administrative, and organizational security measures to protect personal data against unauthorized access, disclosure, destruction, or other unauthorized processing.

Administrative and organizational measures:

- Dedicated servers in two different geographical locations in the EU. Facilities are certified against internationally recognized Information Security Standard.
- Role based access rights management



Technical measures:

- Firewalls
- Backups
- Access controls
- Monitoring of processing
- Safe encryption technologies
- Encrypted network connections (HTTPS)

Nevertheless, considering the cyber threats in modern day online environment, we cannot give full guarantee that our security measures will prevent illegally and maliciously operating third parties from obtaining access to personal data or absolute security of the personal data during its transmission or storage on our systems.

All parties processing personal data have a duty of confidentiality in matters related to the processing of personal data. Access to personal data is restricted to those employees and parties who need it to perform their duties. We also require our service providers to have appropriate methods in place to protect personal data.

8. RIGHT OF THE DATA SUBJECTS

You have certain rights in relation to the processing of personal data under applicable data protection laws.

RIGHT OF ACCESS AND RIGHT OF INSPECTION

You have a right to obtain confirmation as to whether or not personal data concerning you is being processed.

You have a right to inspect and view data concerning you and, upon a request, the right to obtain the data in a written or electric form. This applies to information that you have provided to us insofar the processing is based on a contract/consent.

RIGHT TO RECTIFICATION AND RIGHT TO ERASURE

You have a right to demand the rectification of incorrect personal data concerning you and to have incomplete personal data completed.

You have a right to require us to delete or stop processing your personal data, for example where the data is no longer necessary for the purposes of processing. However, please note that certain personal data is strictly necessary in order to achieve the purposes defined in this privacy policy and may also be required to be retained by applicable laws.



RIGHT TO DATA PORTABILITY

To the extent applicable, you have a right to receive the personal data that you have provided to us in a structured, commonly used, and machine-readable format and, if desired, transmit that data to another controller.

RIGHT TO RESTRICTION OF PROCESSING

You have a right, under conditions defined by data protection legislation, to request the restriction of processing of your personal data. In situations where personal data suspected to be incorrect cannot be corrected or removed, or if the removal request is unclear, we will limit the access to such data.

RIGHT TO OBJECT TO PROCESSING

You have a right to object to the processing of your personal data where we are relying on its legitimate interests as the legal ground for processing. For example, you may object to your personal data being used for certain marketing purposes.

RIGHT TO WITHDRAW CONSENT

In cases where the processing is based on your consent, you have a right to withdraw your consent to such processing at any time..

RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY

You have a right to lodge a complaint with a competent data protection authority if you consider that the processing of your personal data by us infringes applicable legislation.

The relevant authority is the Dutch Data Protection Authority ("AP"),
<https://www.autoriteitpersoonsgegevens.nl/en>.

EXERCISING RIGHTS

Requests regarding the rights of data subjects shall be made in written or in electronic form, and the request shall be addressed to the controller presented in section 2 of this privacy policy.

We reserve a right to check your before we give out any information, which is why we may have to ask for additional details. The request will be responded to within a reasonable time and, where possible, within one month of the request and the verification of identity.

If the data subject's request cannot be met, the refusal shall be communicated to the data subject in writing. We may refuse the request (for example erasure of data) due to a statutory obligation or a statutory right of the company, such as an obligation or a claim relating to our services.



Please note that we may charge a reasonable fee where requests from a data subject are manifestly unfounded or excessive, in particular because of their repetitive character.

9. CHANGES TO THIS PRIVACY POLICY

We may make changes to this privacy policy at any time by giving a notice on the website and/or by other applicable means. Please refer to the Effective Date in the beginning of this privacy policy for last amendment date. The data subjects are highly recommended to review the privacy policy on our website every now and then.