

ANAC

Privacy- and cookie policy

April 2025



PRIVACY AND COOKIE POLICY ANAC

1. General

This privacy statement describes how personal data are handled by ANAC Tanken B.V., ANAC Carwash B.V., ANAC B.V., ANAC Storage B.V., and ANAC Carwash N.V., as well as any other affiliated companies (hereinafter collectively and individually referred to as "ANAC").

It provides the information about the personal data that ANAC collects and processes, as well as the purposes for which these data may be used.

Our website may also contain links to websites of third parties. These include social media, websites and pages. Although links have been carefully selected, we are not responsible for the processing of your personal data via these websites. This privacy policy does not apply to the use of such websites.

2. What personal data do we collect and process?

If you contact us or visit an ANAC location, the following data may be processed:

- company name and details (insofar as these are personal data);
- name and address details, nationality, place and date of birth and sex;
- contact details, including email addresses, postal addresses, and phone numbers;
- IP address(es);
- financial details, bank account numbers, and VAT numbers
- licence plates or other vehicle data;
- Camera footage and/or photographs
- Any other personal data related to you that we obtain from you or others in connection with the purposes and grounds listed below.

ANAC does not process special categories of personal data.

3. Purposes and grounds for processing your data

ANAC collects and processes data primarily for the following purposes:

- to enter into and execute agreements;
- to process, invoice, and handle agreements;
- to maintain the relationship with our customers;
- for ANAC's marketing activities, sending newsletters and developing new products or services;
- to open and maintain your account;
- to obtain information about the use of our website and client satisfaction and to improve our services;
- to monitor safety on the site, the security of our locations and properties, and to protect individuals and goods belonging to third parties or ourselves kept on site;
- to monitor dangerous driving behaviour on the premises and in the car wash;
- to determine how and by whom potential damage was caused;
- to recover possible damage from the perpetrators in question, or to compensate any injured parties;
- to respond to and process completed contact forms and/or;
- to comply with legal and regulatory obligations.

How ANAC processes data is explained in more detail below.

The legal grounds for processing your personal data include the execution of agreements and compliance with legal obligations in any case. In addition, in certain cases, such as sending newsletters, processing is on the

grounds of your consent. Furthermore, ANAC may also process your personal data on the grounds of a legitimate interest.

4. Camera surveillance

ANAC uses camera surveillance at its site and company locations. The purpose of this is to ensure the safety of ANAC employees and visitors, secure ANAC's properties, goods, and company premises, monitor and detect product-related issues and identify security or damage-related incidents.

Due to ANAC's practically continuous operations (day and night), the size of its site, and its relatively small staff, achieving this goal by other means is not feasible. Physical surveillance of all of ANAC's company locations is not possible, certainly not outside regular working/opening hours. ANAC's site and some locations remain largely accessible outside these regular working/opening hours. To meet the aforementioned goals, camera surveillance is necessary. Camera surveillance is conducted in accordance with applicable laws and regulations, such as the (Implementation Act) and the General Data Protection Regulation (GDPR Implementation Act and GDPR).

Visitors to ANAC locations are informed about the use of cameras. Camera footage is stored for a period of four weeks in a secure environment, accessible only to specifically designated persons. Recordings are made without audio and no software editing techniques are present. The footage is consulted only in the event of incidents.

5. WhatsApp and Social media

If you contact ANAC via our website or our social media pages such as Facebook, LinkedIn, Instagram, TikTok, and Twitter, the information you provide to us will be stored in a secure environment. The aforementioned social media channels, unlike direct emails or WhatsApp messages addressed to ANAC, are primarily intended to inform you about ANAC and its services and products and are not meant for conducting business conversations with ANAC.

Questions about ANAC's products or services can be sent via ANAC's business WhatsApp account. To respond to your questions via WhatsApp, ANAC asks you to share your contact details with us in your message. WhatsApp messages are answered or deleted within 24 hours. If the message is answered, the entire resulting chat will be subject to the retention period specified below.

Data received via the aforementioned social media channels is handled in accordance with this privacy statement. However, this privacy statement does not apply to how social media platforms themselves handle the personal data you provide. They follow their own privacy statement. You can review these privacy statements yourself for more information on how they process your personal data.

6. Cookies

ANAC uses cookies and other technologies such as JavaScript and web beacons on its website. These technologies are applied to improve the user-friendliness of our website and improve your experience. Because we believe it is important that you understand how and why we use cookies and other technologies ("cookies"), we aim to provide you with as much information as possible about their use and operation here below.

Cookies serve to provide us with information that is useful for our activities but also to make your use of our website easier and more personalised. Specifically, cookies ensure that:

- the use of our website is more enjoyable and easier for you;
- your preferences are remembered, which means you do not receive the same information or have to enter it every time you visit our website;
- the order process on our website functions properly for you;
- ANAC can monitor, assess, and, where possible, improve the use of its website;

- ANAC can show you personalised advertisements and recommendations based on your interests and customer history;
- ANAC can recognise the device you use when visiting our website.

ANAC installs its own cookies via the website, but third parties may also install cookies. This may happen without our consent. In such cases, our privacy policy does not apply. If you are unsure whether a cookie was installed by ANAC or with ANAC's consent, we would appreciate it if you inform us.

What types of cookies are used?

- Functional cookies: these cookies ensure that our website functions properly. These functional cookies are used in features such as the shopping cart and checkout process.
- Analytical cookies: these cookies enable ANAC to collect data about how users interact with our webstore (such as visitor numbers, duration, and viewed items) using third-party services. Measuring website usage helps us continually improve our webstore and site for our users. ANAC uses Google Analytics to track visitor activity. An installed cookie allows us to use the service to monitor and generate reports on how visitors use our website. The information that Google collects is rendered anonymous as much as possible. Your IP address is explicitly not included, and we have not granted permission for data to be shared with Google. You can read [Google's privacy policy](#) for more details, as well as the specific [privacy policy of Google Analytics](#).

Block or delete cookies?

You can always block or delete cookies yourself via the settings of your internet browser. You can configure your browser to notify you when a cookie is installed. You can also specify that certain cookies should not be installed. If you delete cookies in your browser, this may affect your ability to use certain websites

7. Rights of data subjects

Everyone with whom ANAC has a relationship has the right to access their personal data held by ANAC. If these data contain factual inaccuracies, a written request can be made to correct the information. In addition, you are entitled to request that your personal data be (partially) no longer processed, removed, or transferred to another party.

The aforementioned requests can be submitted to the Sales department via sales@ANACcarwash.com. ANAC shall verify your identity in all cases and respond to your question or request within four weeks. ANAC may fully or partially refuse a request for data removal if it has a legitimate interest in retaining the data, or if ANAC is obliged to do so based on a legal obligation.

8. With whom do we share your data?

ANAC may contract third parties to process data. In such cases, data shall also be shared with those parties. No more data than necessary shall be shared, and agreements shall be reached to protect personal data. Under certain circumstances, and at the request of a competent authority, we may be required to share your data with the police, justice department, regulators, and the tax authorities. A court may also order ANAC to disclose information.

9. Security and retention periods

ANAC uses and retains the provided personal data solely to fulfil the aforementioned purposes and no longer than useful or necessary.

In all cases, ANAC may have legal requirements or legitimate interests as a result of which data have to be kept for a longer period.

WhatsApp messages sent to ANAC are generally deleted automatically after 24 hours, except during holiday closures, if ANAC has not responded within that time. If a response has been provided, the resulting WhatsApp chats are retained only as long as necessary.

The retention period of the account data is for an indefinite period in principle, but ANAC may delete accounts that remain inactive for an extended period. You can delete your account yourself if you no longer wish to use it. You can also modify or delete your account data yourself.

ANAC ensures appropriate technical and organisational security measures to minimise the risk of unlawful processing of personal data.

10. Contact details

Your data are collected and processed by ANAC. Questions and requests regarding the processing of your personal data can be addressed to ANAC, attn. sales@ANACcarwash.com.

11. Amendments to the privacy policy

ANAC explicitly reserves the right to amend this privacy policy. This may be the result of developments in relevant legislation, choices made by ANAC, or technological advancements. Any amendments in this statement shall always be published on this website. Please review our policy regularly to stay informed about any updates. The policy shall always indicate the latest amendment date

This privacy policy was last modified on: **11 April 2025**

