

COOKIE POLICY

Statement the Agency · The Crew Platform

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1. Introduction

This Cookie Policy explains how Statement the Agency ("Statement", "we", "us", or "our") uses cookies and similar tracking technologies on our Platform — including The Crew application, our website, and all related digital services (collectively, the "Platform").

This Policy is issued pursuant to Article 11.7a of the Dutch Telecommunicatiewet (Tw), which implements Article 5(3) of the ePrivacy Directive (2002/58/EC) into Dutch law, and is read in conjunction with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and our Privacy & Cookie Policy, available at www.statementtheagency.com/privacy.

This Policy applies to all Users of the Platform, regardless of their geographic location, subject to the additional rights set out in Section 12 for Users in certain jurisdictions (including California, USA). Where local law provides additional rights or requirements, those apply in addition to the provisions of this Policy.

We are committed to transparency. This Policy tells you exactly what cookies and similar technologies we use, why we use them, what choices you have, and how to exercise those choices. We do not use cookies or tracking technologies in ways that are inconsistent with this Policy.

2. What Are Cookies and Similar Technologies?

2.1 Cookies

Cookies are small text files that are stored on your device (computer, smartphone, or tablet) when you visit a website or use a web-based application. Cookies allow the website to recognise your device on subsequent visits, remember your preferences, and collect information about how you use the website.

Cookies are set either by the website you are visiting ("first-party cookies") or by third parties whose content appears on that website ("third-party cookies"). Cookies can be either session cookies, which expire at the end of your browser session, or persistent cookies, which remain on your device for a set period.

2.2 Similar Technologies

In addition to cookies, we may use other tracking and storage technologies that serve similar purposes. These include:

- **Pixels and tracking tags** — small snippets of code embedded in web pages or emails that allow us or third parties to record that a page or email has been viewed. Pixels are often used in analytics and email marketing.
- **Local storage and session storage** — browser-based storage mechanisms that allow websites to store data on your device beyond the lifecycle of a single cookie. Local storage persists until cleared by the user; session storage expires at the end of the browser session.
- **Software Development Kits (SDKs) and scripts** — code libraries provided by third parties (such as analytics or advertising providers) that are loaded when you use our Platform and may collect data about your interactions.
- **Browser fingerprinting** — a technique that collects information about your browser configuration and device settings to create a pseudonymous identifier. We do not currently use fingerprinting for tracking purposes, but will update this Policy if that changes.

References to "cookies" in this Policy include all of the above technologies unless otherwise specified.

3. Legal Framework

Our use of cookies is governed by the following legal instruments:

- **General Data Protection Regulation (EU) 2016/679 (GDPR)** — governs the processing of personal data collected through cookies, including rules on legal bases, data subject rights, and international transfers.
- **ePrivacy Directive (2002/58/EC)**, as implemented in the Netherlands by Article 11.7a Telecommunicatiewet (Tw) — requires prior, informed consent for the placing of non-essential cookies on a user's device.
- **Dutch Telecommunicatiewet (Tw)** — the primary national implementing legislation for the ePrivacy Directive in the Netherlands. Under the Tw, we are required to obtain consent before placing any cookie that is not strictly necessary for the provision of the service explicitly requested by the user.
- **Autoriteit Persoonsgegevens (AP) Guidelines** — we follow the guidance published by the Dutch Data Protection Authority on the interpretation of the Tw and the GDPR as applied to cookies.
- **California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA)** — applicable to the extent that we process personal data of California residents. See Section 12 for further details.

We keep our cookie practices under regular review and update this Policy whenever our use of cookies changes or when there are material changes to the applicable legal framework.

4. Legal Bases for Cookie Use

The legal basis for placing cookies on your device depends on the category and purpose of the cookie:

Category	Legal Basis	Consent	User Control
Strictly Necessary	Legitimate interest (Art. 6(1)(f) GDPR)	Not required	Cannot be disabled — essential for platform operation
Functional	Consent (Art. 6(1)(a) GDPR)	Required — opt-in	Can be disabled; some features may be affected
Analytics	Consent (Art. 6(1)(a) GDPR)	Required — opt-in	Can be disabled; aggregated reporting only
Marketing / Advertising	Consent (Art. 6(1)(a) GDPR)	Required — opt-in	Can be disabled; no targeted advertising without consent

4.1 Legitimate Interest — Strictly Necessary Cookies

Strictly necessary cookies are placed on the basis of Statement's legitimate interest in operating a secure, functional platform (Article 6(1)(f) GDPR) and on the basis of the exception provided under Article 11.7a(3) Tw, which exempts cookies that are strictly necessary for the provision of an information society service explicitly requested by the user. No consent is required for these cookies. You cannot opt out of strictly necessary cookies without affecting your ability to use the Platform.

4.2 Consent — All Other Cookies

All cookies other than strictly necessary cookies are placed only on the basis of your prior, freely given, specific, informed, and unambiguous consent (Article 6(1)(a) GDPR; Article 11.7a(1) Tw). This means:

- We do not place functional, analytics, or marketing cookies on your device until you have actively and expressly consented to them via our cookie consent interface.
- Pre-ticked boxes, implied consent, or continued browsing do not constitute valid consent under Dutch and EU law.
- Consent is collected separately for each category of non-essential cookie (functional, analytics, marketing).
- Refusing non-essential cookies has no negative consequence on your ability to access the Platform's core features.

Consent records are stored for 12 months, after which we will request your consent again. You may withdraw or change your consent at any time, as described in Section 11.

5. Categories of Cookies We Use

5.1 Strictly Necessary Cookies

Strictly necessary cookies are essential for the security, authentication, and core operation of the Platform. Without these cookies, the Platform cannot function correctly and certain services explicitly requested by you — such as logging in, maintaining your session, and processing payments — cannot be provided.

These cookies do not collect information that could be used to identify you for marketing purposes. They are placed on the basis of legitimate interest and the Tw exception, and cannot be disabled through our consent interface.

Strictly necessary cookies include:

- **Authentication and session management** — maintaining your logged-in state while you use the Platform;
- **Security tokens** — protecting against cross-site request forgery (CSRF) and other common web security vulnerabilities;
- **Load balancing identifiers** — ensuring your requests are routed to the correct server to maintain performance;
- **Cookie consent preference storage** — remembering your cookie choices so we do not ask again unnecessarily.

5.2 Functional Cookies

Functional cookies enhance your experience of the Platform by remembering preferences and settings you have chosen. They are not strictly necessary for the Platform to operate but improve usability and personalisation.

Functional cookies require your consent before they are placed. If you do not consent to functional cookies, some personalisation features may not be available. Examples include:

- **Interface and layout preferences** — remembering how you have customised the Platform's display;
- **Notification and display preferences** — remembering your choices about how notifications are shown.

5.3 Analytics Cookies

Analytics cookies allow us to understand how Users interact with the Platform — which features are most used, where Users encounter difficulties, and how performance can be improved. Analytics data is used solely for internal purposes and is not shared with third parties for their own commercial use.

Analytics cookies require your consent before they are placed. Where technically feasible, we apply IP anonymisation and other pseudonymisation measures to reduce the personal data footprint of analytics processing. Analytics data is retained for a maximum of 13 months before being deleted or fully anonymised.

Analytics cookies may include:

- **Page visit tracking** — recording which pages and features are visited and in what sequence;
- **Session duration and depth** — measuring how long Users spend on the Platform and how many pages they visit per session;
- **Error and performance tracking** — identifying technical errors, slow-loading pages, and functionality failures;
- **Feature usage analytics** — understanding which Platform features are most and least used, to inform product development priorities.

Note: Where we use Google Analytics or a comparable third-party analytics service, that service may act as a data processor on our behalf or, in some configurations, as an independent data controller. Our Privacy & Cookie Policy describes the processor relationships applicable to our analytics setup.

5.4 Marketing and Advertising Cookies

Marketing and advertising cookies are used to deliver advertising that is relevant to your interests, to measure the effectiveness of advertising campaigns, and to limit the number of times you see a particular advertisement. These cookies track your activity across websites and over time.

Marketing cookies require your explicit consent before they are placed. We will not place marketing cookies or engage in behavioural advertising without your prior opt-in. Where you have given consent to advertising cookies, you may withdraw it at any time as described in Section 11.

Where marketing cookies involve the processing of personal data by third-party advertising networks, those networks may act as independent data controllers and are responsible for their own privacy and cookie practices. We will identify relevant third parties in the detailed cookie register (Section 9).

Marketing cookies are currently only deployed where a Crew Member has separately given consent to Advertising Use under Article 19A of Statement's Terms & Conditions and the corresponding provision of our Privacy & Cookie Policy. Statement does not engage in general retargeting or interest-based advertising directed at Clients or visitors to the Platform who have not given such consent.

6. How We Use Data Collected Through Cookies

Data collected through cookies and similar technologies is used for the following purposes, subject to the legal bases described in Section 4:

6.1 Platform Operation and Security

Strictly necessary cookie data is used to: authenticate users and maintain secure sessions; protect the Platform against security attacks; ensure system reliability and performance; and process transactions through the Payment Protection mechanism.

6.2 Service Improvement and Analytics

Analytics cookie data (where consent has been given) is used to: understand which features are most valuable to Users; identify and resolve technical issues and usability problems; develop new features and improvements; conduct internal business intelligence and reporting; and measure Platform performance against benchmarks.

Where analytics data involves personal data, it is pseudonymised and aggregated where possible before being used for analysis. We do not use analytics data to build individual behavioural profiles for advertising purposes.

6.3 Personalisation

Functional cookie data (where consent has been given) is used to: remember your preferences and settings; personalise the Platform's interface to your preferences; and reduce the need to re-enter preferences on subsequent visits.

6.4 Advertising Effectiveness

Marketing cookie data (where consent has been given) is used to: measure the effectiveness of Statement's advertising campaigns; deliver advertisements that are relevant to Users who have consented to Advertising Use under the Terms & Conditions; and avoid showing the same advertisement excessively. Marketing cookie data is not used to make solely automated decisions with legal or similarly significant effects on any individual.

6.5 User Segmentation

Where consent has been given for analytics and/or marketing cookies, we may use pseudonymised data to create aggregated user segments (for example, "Users who have completed three or more Assignments") for the purpose of improving Platform features and, where applicable, delivering relevant in-Platform communications. Individual segmentation data is not shared with third-party advertisers unless you have specifically consented to such sharing.

7. Third-Party Cookies and Technologies

Some cookies placed on your device when you use the Platform are set by third parties, not by Statement directly. Statement does not control the practices of third-party cookie providers and is not responsible for their privacy policies or cookie practices. We provide the following information to help you understand which third parties may be involved.

7.1 Categories of Third-Party Providers

- **Analytics providers** — such as Google Analytics (Google LLC / Google Ireland Limited). These providers may set their own cookies and collect data about your use of the Platform. Where applicable, we have configured these services to anonymise IP addresses and to disable features (such as data sharing for Google's own purposes) that would be inconsistent with this Policy.
- **Payment processors** — Mollie B.V. may set cookies or use similar technologies in connection with payment processing. These are strictly necessary for payment functionality and are subject to Mollie's own Privacy Policy (www.mollie.com/en/privacy).
- **Security and fraud detection tools** — third-party services used to detect and prevent fraudulent activity may set cookies for this purpose. These are treated as strictly necessary.
- **Advertising networks** — where marketing cookies are deployed with User consent under Article 19A of the Terms & Conditions, third-party advertising networks may place cookies on your device. These providers are identified in the cookie register (Section 9).

7.2 Controller Relationships

Depending on the nature of the third-party's activities, they may process your data as:

- **An independent data controller** — where the third party determines its own purposes and means of processing (e.g., Google Analytics when configured for Google's own purposes);
- **A joint data controller** — where Statement and the third party together determine the purposes and means of processing (this may apply in certain advertising configurations);
- **A data processor** — where the third party processes data solely on Statement's instructions (e.g., a self-hosted analytics solution).

We have entered into appropriate contractual arrangements with all third-party providers who process personal data in connection with our cookie use, including Data Processing Agreements where required by Article 28 GDPR.

8. Cookie Duration and Retention

8.1 Session Cookies

Session cookies exist only for the duration of your browser session. They are automatically deleted when you close your browser or when your session expires due to inactivity (typically after 30–60 minutes of inactivity, depending on the cookie). Session cookies are used primarily for authentication and security purposes.

8.2 Persistent Cookies

Persistent cookies remain on your device after you close your browser, for a defined period. The retention period varies depending on the purpose of the cookie:

- **Cookie consent preferences** — retained for 12 months. After this period, we will ask for your consent again.
- **Functional preference cookies** — retained for up to 12 months.
- **Analytics cookies** — retained for up to 13 months, in accordance with the Autoriteit Persoonsgegevens guidelines on analytics cookie retention.

- **Marketing cookies** — retention period varies by provider. Typically between 30 days and 24 months. Specific retention periods for each marketing cookie are listed in the cookie register (Section 9).
- **Strictly necessary authentication cookies (remember_token)** — retained for up to 30 days where you have chosen to remain logged in.

8.3 Review and Deletion

We review the cookies we use annually and delete any cookies that are no longer necessary or whose retention period has expired. You can delete cookies from your device at any time using your browser settings (see Section 11).

9. Cookie Register

The table below provides a detailed overview of the cookies currently in use on the Platform. We update this register whenever the cookies we use change materially.

Cookie Name	Purpose	Legal Basis	Retention	User Control
laravel_session	Maintains authenticated user session	Legitimate interest (strictly necessary)	Session	Cannot be disabled
XSRF-TOKEN	Protects against cross-site request forgery (CSRF) attacks	Legitimate interest (strictly necessary)	Session	Cannot be disabled
remember_token	Keeps user logged in across browser sessions where opted in	Legitimate interest (strictly necessary)	30 days	Cannot be disabled
cookie_consent	Stores the user's cookie preference selection	Legitimate interest (strictly necessary)	12 months	Cannot be disabled
_ga / _gid	Google Analytics — tracks page visits, session data, and navigation paths	Consent (analytics)	Up to 13 months	Can be disabled via cookie banner
ga[ID]	Google Analytics — campaign and session persistence	Consent (analytics)	Up to 13 months	Can be disabled via cookie banner

This register reflects cookies in use at the time of the last update of this Policy (July 2026). Where we deploy additional cookies or update existing ones, the register will be updated and Users will be notified via the cookie consent interface where required.

10. Consent Management

10.1 First Visit — Cookie Consent Interface

When you first visit the Platform, you will be presented with a cookie consent interface ("cookie banner"). The interface provides you with the following options:

- **Accept all cookies** — you consent to strictly necessary, functional, analytics, and (where applicable) marketing cookies.
- **Accept only strictly necessary cookies** — you reject all non-essential cookies. Only cookies that are strictly necessary for platform operation will be placed on your device.
- **Customise your preferences** — you can choose which categories of non-essential cookies to accept or reject, independently of other categories.

We do not use pre-ticked boxes or default settings that assume consent. The absence of a response to the cookie banner is not treated as consent. Only active and affirmative selection of an "Accept" option constitutes valid consent under the Telecommunicatiewet and the GDPR.

10.2 Granular Category Selection

Our consent interface allows you to make separate choices for each category of non-essential cookie: functional, analytics, and marketing. You are not required to accept all categories in order to accept any one category. Accepting analytics cookies, for example, does not require you to accept marketing cookies.

10.3 Consent Records

We maintain a record of each consent decision, including: the date and time consent was given or withdrawn; the categories of cookies consented to; the version of the cookie banner displayed; and the technical mechanism through which consent was recorded. Consent records are retained for 12 months and may be provided to the Autoriteit Persoonsgegevens or another supervisory authority on request.

10.4 Consent for Minors

The Platform is not directed at persons under 18. We do not knowingly seek or process cookie consent from minors. If we become aware that a minor has used the Platform, we will take steps to delete any associated data.

11. Withdrawing or Changing Consent

11.1 Cookie Preference Centre

You may withdraw or change your cookie consent at any time by accessing the cookie preference centre, which is accessible via:

- The cookie settings link in the footer of our website;
- Your account settings page on the Platform;
- Re-triggering the cookie banner by clearing your browser's cookies.

Changes to your consent preferences take effect immediately. Where you withdraw consent for a category of cookies that have already been placed on your device, we will stop using the data collected by those cookies for new processing activities and will cease placing new cookies of that category. Cookies already placed may remain on your device until they expire or are deleted through your browser settings.

11.2 Browser Settings

In addition to our consent mechanism, most modern browsers allow you to control cookies through browser settings. You can typically:

- **Block all cookies** — this will prevent all cookies, including strictly necessary cookies, from being placed on your device. Note: this will impair or prevent your use of the Platform.
- **Block third-party cookies only** — this blocks cookies set by parties other than Statement while allowing first-party cookies.
- **Delete existing cookies** — removing cookies that have already been placed on your device.
- **Set notifications** — receiving a warning before a cookie is placed.

For instructions on managing cookies in your specific browser, visit:

- Google Chrome: support.google.com/chrome/answer/95647
- Mozilla Firefox: support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer
- Safari: support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac
- Microsoft Edge: support.microsoft.com/en-us/microsoft-edge/delete-cookies-in-microsoft-edge
- General cookie information: www.allaboutcookies.org

11.3 Opt-Out Tools

For analytics cookies specifically, the following opt-out tools may be available:

- **Google Analytics Opt-out Browser Add-on** — available at tools.google.com/dlpage/gaoptout
- **Your Online Choices (EU)** — available at www.youronlinechoices.eu, allowing opt-out from interest-based advertising cookies from IAB-participating companies.

Withdrawal of consent does not affect the lawfulness of processing carried out before the withdrawal. It does not entitle you to the deletion of data already collected prior to withdrawal, although you may exercise your right to erasure under the GDPR separately through our Privacy & Cookie Policy.

12. Additional Rights — U.S. Users (CCPA / CPRA)

12.1 Applicability

This Section applies to Users who are residents of California (USA) and whose personal data is processed by Statement in connection with the CCPA (California Consumer Privacy Act, Cal. Civ. Code § 1798.100 et seq.) and the CPRA (California Privacy Rights Act). It supplements but does not replace the rights described elsewhere in this Policy and in our Privacy & Cookie Policy.

12.2 Do Not Sell or Share My Personal Information

Statement does not sell personal data in the traditional sense (i.e., we do not exchange personal data for money). However, certain cookie-based advertising practices — such as the sharing of cookie identifiers or browsing data with advertising networks — may constitute "sharing" personal data under the CCPA/CPRA definition.

Where such sharing occurs, California residents have the right to opt out by:

- Rejecting non-essential cookies via our cookie consent interface when first visiting the Platform;
- Withdrawing previously given consent via the cookie preference centre (see Section 11.1);
- Using a browser with a Global Privacy Control (GPC) signal enabled — we will treat a valid GPC signal as an opt-out of sharing for purposes of the CCPA/CPRA.

12.3 Additional California Rights

California residents have the following rights in respect of personal data collected through cookies (in addition to the GDPR rights described in our Privacy & Cookie Policy):

- **Right to Know** — the right to request disclosure of the categories and specific pieces of personal data we have collected, the sources from which it was collected, the purposes for which it is used, and the categories of third parties with whom it is shared.
- **Right to Delete** — the right to request deletion of personal data we have collected, subject to certain exceptions.
- **Right to Correct** — the right to request correction of inaccurate personal data.
- **Right to Opt Out of Sharing** — as described in Section 12.2.
- **Right to Non-Discrimination** — we will not discriminate against you for exercising your CCPA/CPRA rights.

To exercise these rights, contact us at legal@statementtheagency.com. We will respond to verifiable consumer requests within 45 days (extendable by a further 45 days where reasonably necessary).

13. International Data Transfers

Some cookies and similar technologies may involve the transfer of personal data to recipients located outside the European Economic Area (EEA). This may occur where we use third-party analytics providers, advertising networks, or other services whose infrastructure is located outside the EEA. Where such transfers occur, we ensure that appropriate safeguards are in place in accordance with Chapter V GDPR, including:

- **Standard Contractual Clauses (SCCs)** approved by the European Commission — the primary safeguard for transfers to countries without an adequacy decision;

- **Adequacy decisions** — where the European Commission has determined that a country provides an adequate level of data protection (e.g., the UK, Canada, Japan);
- **Supplementary measures** — where required by the Schrems II judgment and subsequent EDPB guidance, we carry out a Transfer Impact Assessment (TIA) and apply supplementary technical and contractual measures.

The United States does not benefit from a general adequacy decision. Transfers to US-based providers are covered by the EU-US Data Privacy Framework (where the recipient is certified) or by Standard Contractual Clauses. You may request details of the specific safeguards applicable to any transfer by contacting legal@statementtheagency.com.

14. Security and Integrity

We implement appropriate technical and organisational measures to ensure that cookies are used securely and only for the purposes described in this Policy. These measures include:

- Setting the "Secure" attribute on all cookies, ensuring they are transmitted only over encrypted HTTPS connections;
- Setting the "HttpOnly" attribute on session and authentication cookies, preventing client-side scripts from accessing them and reducing the risk of cross-site scripting (XSS) attacks;
- Setting the "SameSite" attribute to "Strict" or "Lax" on first-party cookies, reducing the risk of cross-site request forgery (CSRF) attacks;
- Regular security reviews of our cookie implementation and third-party integrations;
- Limiting third-party scripts and cookies to those strictly necessary for the purposes described in this Policy.

If you become aware of or suspect any security issue relating to cookies or your use of the Platform, please notify us immediately at legal@statementtheagency.com.

15. Updates to This Policy

We may update this Cookie Policy from time to time to reflect changes in our use of cookies, changes in applicable law, or improvements to our consent management practices. The "Last updated" date at the top of this Policy indicates when it was most recently revised.

Where changes are material — meaning they affect the types of cookies we use, the purposes for which we use them, or your rights in a significant way — we will:

- Update the cookie consent interface to require renewed consent where applicable;
- Notify registered Users by email at least 14 days before the changes take effect;
- Display a prominent notice on the Platform.

Previous versions of this Policy are available on request by contacting legal@statementtheagency.com. We maintain an archive of prior versions, including the effective date of each version.

16. Contact and Complaints

If you have any questions or concerns about this Cookie Policy, or if you wish to exercise any of your rights, please contact us:

Statement the Agency — Privacy & Legal Team

Email: legal@statementtheagency.com

Website: www.statementtheagency.com

Postal address: Korhoenstraat 15, 7731 XM Ommen, The Netherlands

If you are not satisfied with our response, or if you believe we are processing your data unlawfully, you have the right to lodge a complaint with the Dutch supervisory authority:

Autoriteit Persoonsgegevens (AP)

Postbus 93374, 2509 AJ Den Haag

Website: www.autoriteitpersoonsgegevens.nl

Telephone: +31 (0)88 1805 250

California residents may also contact the California Privacy Protection Agency (CPPA) at cppa.ca.gov.

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