

STATEMENT THE AGENCY

Privacy Policy

The Crew Platform | Version 2.2 | July 2026 | Jurisdiction: The Netherlands

www.statementtheagency.com | legal@statementtheagency.com

1. Introduction

Statement The Agency ("Statement", "we", "us", or "our") is committed to protecting the privacy and personal data of all individuals who interact with our Platform, including The Crew application, our website, and all related services (collectively, the "Platform").

This Privacy & Cookie Policy (the "Policy") explains what personal data we collect, why we collect it, how we use it, how long we retain it, with whom we share it, and what rights you have under applicable data protection law, in particular the General Data Protection Regulation (EU) 2016/679 ("GDPR"), the Dutch Uitvoeringswet AVG, and the Telecommunicatiewet in respect of cookies.

This Policy applies to all Users of the Platform, including Crew Members (independent contractors and freelancers), Clients (businesses and individuals commissioning creative work), and visitors to our website. It should be read alongside our Terms & Conditions (version 2.2), which govern the contractual relationship between Statement and its Users and are available at www.statementtheagency.com/terms. Capitalised terms not defined in this Policy have the meaning given to them in Article 1 of the Terms & Conditions.

We do not sell personal data. We do not use personal data for automated decision-making with legal or similarly significant effects. We process personal data only where we have a valid legal basis to do so.

Questions or concerns about this Policy, or requests to exercise your rights: legal@statementtheagency.com.

2. Data Controller

The data controller responsible for the processing of your personal data is:

Statement The Agency, Korhoenstraat 15, 7731 XM Ommen, The Netherlands. Chamber of Commerce (KvK): 78154014. VAT number: NL003293163B53. Email: legal@statementtheagency.com. Website: www.statementtheagency.com.

Statement has not appointed a Data Protection Officer, as this is not required under Article 37 GDPR for our scale of operations. Privacy enquiries and requests are handled directly by our legal team at legal@statementtheagency.com. We aim to acknowledge all enquiries within 5 working days.

3. Scope and Applicability

This Policy applies to all processing activities carried out by Statement as data controller. It covers:

- All Users who register on the Platform, including Crew Members and Clients;
- Visitors to www.statementtheagency.com;
- Individuals whose data is submitted by Users as part of an Assignment, for example personal data included in creative briefs, Scope Documents, or deliverables;
- Individuals who contact Statement by email, through the Platform, or through other channels;

- Individuals involved in projects, events, or campaigns organised by Statement, including Direct Services within the meaning of Article 1 of the Terms & Conditions.

This Policy does not apply to:

- Processing carried out by Clients acting as independent data controllers in respect of their own customers or end users;
- Processing carried out by third-party service providers acting on their own behalf;
- Recruitment-related processing, which is covered by a separate notice provided during the recruitment process.

4. Personal Data We Collect

We collect personal data directly from you when you register or use the Platform, automatically through cookies and similar technologies, and, in limited circumstances, from public professional sources such as LinkedIn (see Section 6.4). We collect only data that is necessary, proportionate, and relevant to the purposes described in this Policy.

4.1 Account and Registration Data

- Full name and email address;
- Your role on the Platform (Crew Member or Client);
- Authentication data: we use secure, single-use, time-limited login links and do not store passwords;
- Country of residence or place of business.

4.2 Profile and Professional Data

Crew Members are invited to build a professional profile. This may include:

- Professional biography and skills description;
- Portfolio items, work samples, images, video, and other creative assets;
- Professional experience, project history, and client references where provided;
- Hourly rates, day rates, or project fee ranges;
- Availability and preferred working arrangements;
- Social media handles and professional website URLs, provided voluntarily;
- Profile photograph.

Clients may provide company name, address, and VAT number; billing contact details; and project briefs, Scope Documents, and Assignment descriptions, which may contain personal data of the Client's own staff or customers.

Note on Blind Matching: during the Anonymous Phase, identifying elements of a profile are shielded from the other party in accordance with Articles 30 and 31 of the Terms & Conditions. See Section 7.1.

4.3 Payment and Financial Data

Statement uses Mollie B.V. as its payment service provider. Mollie is a licensed payment institution regulated by De Nederlandsche Bank under the Dutch Financial Supervision Act (Wft) and complies with PCI-DSS standards. When you make or receive a payment through the Platform, the transaction is processed directly by Mollie; Statement receives confirmation of payment status and the relevant transaction reference; and Statement does not store full credit card numbers, bank account details, or payment card data on its own systems.

For invoicing and tax compliance we retain invoice amounts, dates, and reference numbers; VAT numbers and billing addresses; and transaction records required under Dutch tax law and the Wet ter voorkoming van witwassen en financieren van terrorisme (Wwft).

Mollie's processing of your payment data is subject to Mollie's own Privacy Policy at www.mollie.com/en/privacy. Statement and Mollie each act as independent data controllers in respect of the payment data they process.

4.4 Assignment and Communication Data

- The content of messages, briefs, Scope Documents, feedback, and other communications exchanged through the Platform;
- Deliverables, creative outputs, and files shared through the Platform;
- Assignment status updates, completion records, and approval records;
- Dispute and complaint submissions and records of their resolution;
- Records of Revision Rounds and related feedback.

Where communications take place through external channels such as email or WhatsApp in connection with a Platform Assignment, we may retain records of those communications where relevant to the performance, administration, or enforcement of that Assignment.

4.5 Usage and Technical Data

- IP address and general geolocation at country or city level derived from the IP address;
- Browser type and version, operating system, and device type;
- Pages visited, features used, and time spent on the Platform;
- Referral URL;
- Error logs and technical diagnostics;
- Session identifiers and authentication tokens.

This data is collected primarily for security monitoring, fraud prevention, and improvement of Platform performance. It is not used to build individual behavioural profiles for advertising purposes.

4.6 KYC and Identity Verification Data

In accordance with our obligations under the Wwft, and as a condition of using Payment Protection, we may collect copies of government-issued identity documents; business registration documents and Chamber of Commerce extracts; beneficial ownership information for legal entities; bank account details for payment reconciliation; and sanctions screening results. KYC data is processed under legal obligation (Article 6(1)(c) GDPR) and retained for the periods required by anti-money laundering legislation. See also Article 4.5 of the Terms & Conditions.

4.7 Special Categories of Personal Data

We do not intentionally collect special categories of personal data as defined in Article 9 GDPR, including health data, racial or ethnic origin, religious beliefs, or biometric data. If you voluntarily include such data in your profile, communications, or deliverables, you consent to its processing for the purpose for which it was shared. We recommend that Users exercise caution in sharing such data through the Platform.

4.8 Data About Minors

The Platform may only be used by persons aged 18 or older, or the higher age of majority where local law so requires (Article 4.2 of the Terms & Conditions). We do not knowingly collect personal data from minors. If you

believe we have inadvertently collected personal data from a person below the applicable minimum age, notify us at legal@statementtheagency.com and we will take prompt steps to delete it.

5. Legal Bases for Processing

Under the GDPR we must have a valid legal basis for each processing activity. The table below is an overview; the paragraphs that follow give the detail.

Data category	Legal basis	Retention	Main recipients
Account data	Contract performance; legitimate interest	Duration of the account; deletion after 3 years of inactivity (Section 8)	Hosting provider, Mollie
Profile and portfolio data	Contract performance; legitimate interest	Duration of the account; deletion after 3 years of inactivity (Section 8)	Statement internal systems
Payment and invoice data	Legal obligation; contract performance	7 years (Dutch tax law)	Mollie B.V.
KYC data	Legal obligation (Wwft)	5 years after the end of the business relationship	KYC and verification providers
Usage and log data	Legitimate interest (security and analytics)	13 months	Hosting provider, analytics providers
Communication data	Contract performance; legitimate interest	2 years after last contact	Internal systems
Dispute and complaint records	Legitimate interest; legal claims	3 years after resolution	Internal systems; legal advisors
Cookie data	Consent (non-essential); legitimate interest (essential)	See Section 10	See Section 10
Account optimisation data	Legitimate interest (Art. 4A T&C)	Duration of the account	Statement internal systems
Advertising Use (name / likeness)	Explicit consent (Art. 6(1)(a) GDPR)	Duration of consent, maximum 12 months	Advertising platforms, with consent
Portfolio and promotional content	Legitimate interest (Art. 14.3 and 14A.1 T&C)	Indefinite, subject to the right to object	Public channels of Statement

5.1 Performance of a Contract (Article 6(1)(b) GDPR)

Most of our core processing is necessary for the performance of the contract between Statement and each User, being the Terms & Conditions and, where applicable, the Crew Member Collaboration Agreement and the Platform Agreement & Blind Agreement. This includes creating and managing your account; facilitating Assignments between Clients and Crew Members; processing payments under Payment Protection; releasing payments to Crew Members; handling Revision Rounds, complaints, and dispute resolution; and maintaining records of completed Assignments and deliverables.

Where processing is necessary for the performance of a contract, you cannot opt out of it without terminating your account and your contractual relationship with Statement.

5.2 Legal Obligation (Article 6(1)(c) GDPR)

- Retaining invoices and financial records for 7 years under Dutch tax law;

- Conducting KYC checks under the Wwft;
- Responding to lawful requests from competent authorities;
- Complying with data breach notification obligations under the GDPR;
- Meeting our obligations in respect of content moderation, statements of reasons, and transparency reporting, as implemented in Article 3B of the Terms & Conditions.

5.3 Legitimate Interests (Article 6(1)(f) GDPR)

We rely on legitimate interests for the following, having determined that our interests are not overridden by your fundamental rights and freedoms:

- Security monitoring and fraud prevention;
- Platform improvement and analytics;
- Portfolio Use — use and display of completed deliverables to demonstrate professional capability, in accordance with Article 14.3 of the Terms & Conditions;
- Platform Promotion — presentation and promotion of the Platform and its Crew on our own website, social media channels, portfolio, and newsletters and in other unpaid communications, in accordance with Article 14A.1 of the Terms & Conditions, with a right of objection at any time. Platform Promotion does not include Advertising Use;
- Account optimisation — supplementing and improving Crew Member profiles with publicly available professional content from the Crew Member's own channels, in accordance with Article 4A of the Terms & Conditions, and never involving Advertising Use of the Crew Member's name or likeness;
- Blind Matching — shielding identity details during the Anonymous Phase in order to protect the integrity of the matching process, in accordance with Articles 30 and 31 of the Terms & Conditions;
- Non-circumvention enforcement — maintaining records sufficient to identify circumvention of the Platform, in accordance with Article 10 of the Terms & Conditions;
- Direct marketing to existing Users — service-related updates and feature announcements, with opt-out at any time.

We carry out a Legitimate Interests Assessment (LIA) for each activity where we rely on this basis. You may request a copy of the LIA for a specific processing activity at legal@statementtheagency.com.

You have the right to object to processing based on legitimate interests at any time. We will cease processing unless we can demonstrate compelling legitimate grounds that override your interests, rights, and freedoms, or the processing is necessary for the establishment, exercise, or defence of legal claims.

5.4 Consent (Article 6(1)(a) GDPR)

- Non-essential cookies and similar tracking technologies (Section 10);
- Processing of special categories of personal data that you voluntarily share (Section 4.7);
- Marketing communications to individuals who are not existing Users;
- Advertising Use of your name, recognisable likeness, portrait, or identity (Section 5.5).

Where we rely on consent, you may withdraw it at any time without affecting the lawfulness of processing carried out before withdrawal. To withdraw consent, contact legal@statementtheagency.com or use your account settings or the cookie preference centre.

5.5 Advertising Use — Separate Opt-In

Advertising Use means the deliberate deployment of Crew Member work, name, likeness, or identity in paid media placements, sponsored posts, targeted advertising campaigns, or any other form of paid promotion. It is distinct from Platform Promotion.

Consent for Advertising Use is collected through a separate, dedicated opt-in at registration or subsequently in your account settings. It is entirely voluntary and is not bundled with acceptance of the Terms & Conditions or of any other agreement. Consent is valid for a maximum of 12 months and lapses automatically unless renewed. You can withdraw consent at any time, with prospective effect; materials already in active deployment are stopped within 30 days. Withholding or withdrawing consent has no effect on your access to the Platform or your eligibility for Assignments. Statement does not license your work, name, likeness, or identity to third-party advertisers for their own campaigns without your separate explicit written consent. See Article 14A of the Terms & Conditions.

6. How We Use Your Personal Data

6.1 Platform Operation and Service Delivery

- Registering and authenticating your account;
- Matching Clients with suitable Crew Members, including operation of the Anonymous Phase;
- Facilitating the creation, negotiation, and execution of Assignments;
- Processing payments and releasing funds under Payment Protection;
- Sending transactional notifications such as assignment updates, payment confirmations, and deadline reminders;
- Enabling Revision Rounds, feedback submissions, and complaint handling;
- Managing account suspension, termination, and KYC requests.

6.2 Quality and Safety

- Monitoring the Platform for security incidents, unauthorised access, and fraudulent activity;
- Investigating and responding to complaints, reports, and disputes, including under Article 3B of the Terms & Conditions;
- Enforcing the Terms & Conditions and the Acceptable Use Policy of Article 3A;
- Conducting identity verification and sanctions screening;
- Complying with court orders and requests from competent authorities.

6.3 Platform Improvement and Analytics

We use aggregated and anonymised usage data to analyse how Users interact with the Platform, identify technical issues, and prioritise improvements. Where analytics involve non-anonymised personal data we rely on legitimate interests and apply safeguards including data minimisation and pseudonymisation where feasible.

6.4 Account Optimisation and Profile Management

To help Crew Members present their work as effectively as possible, we may:

- Source publicly available portfolio images, project descriptions, and professional information from the Crew Member's own website, Instagram, LinkedIn, Behance, or other public professional channel, and add or update this content on the Crew Member's Platform profile;
- Reorder, highlight, or reformat portfolio items for optimal presentation;

- Update or suggest skill descriptions, professional biography text, availability information, and area-of-expertise labels;
- Apply profile tags and search-optimisation labels to improve visibility on the Platform.

Legal basis: legitimate interest (Article 6(1)(f) GDPR), as implemented contractually in Article 4A of the Terms & Conditions. Our legitimate interest is the professional and commercial benefit to both Statement and the Crew Member of a complete, well-presented, and up-to-date profile. Safeguards: only publicly available content is used; content is used exclusively for presentation on the Platform and for Platform Promotion; Statement does not distort or misrepresent work and does not remove existing attribution; content sourced in this way is never used for Advertising Use without separate explicit consent; Crew Members are informed at registration and may object at any time.

You may object to account optimisation or request removal of specific content from your profile at any time at legal@statementtheagency.com. We process valid objections within 5 working days.

6.5 Legal and Compliance Purposes

- Complying with applicable laws and regulations, including the GDPR, the Wwft, and Dutch tax law;
- Establishing, exercising, or defending legal claims;
- Responding to regulatory investigations or supervisory requests;
- Enforcing our contractual rights under the Terms & Conditions, including the non-circumvention provisions of Article 10 and the Talent Conversion Fee of Article 11.

7. Sharing and Disclosure of Personal Data

We do not sell, rent, or trade your personal data to third parties for their own marketing purposes. We share personal data only where necessary and in accordance with this Policy and applicable law.

7.1 Within the Platform — Clients and Crew Members

Before confirmation of a match, identifying information is shielded under the Blind Matching and contact protection rules of Articles 30 and 31 of the Terms & Conditions. After confirmation of the match and receipt of payment, the following may be shared:

- The Crew Member's professional profile, portfolio, and relevant experience;
- Communication necessary for the performance of the Assignment;
- Completion status and delivery confirmations.

Financial settlement and invoicing continue to run exclusively through the Platform in accordance with Article 30.5 of the Terms & Conditions.

7.2 Service Providers and Data Processors

We engage third-party service providers who process personal data on our behalf as processors under Article 28 GDPR, and we have entered into Data Processing Agreements with all of them. Current processor categories:

- Hosting and cloud infrastructure providers, with data stored within the EEA;
- Mollie B.V. for payment processing;
- Email delivery services for transactional and notification email;
- Analytics providers, with data anonymised or pseudonymised where possible;
- KYC and identity verification services;
- Legal and professional advisors, subject to professional confidentiality obligations.

We update this list when new processors are engaged. You may request the current list at legal@statementtheagency.com.

7.3 Legal and Regulatory Disclosures

We may disclose personal data to public authorities, courts, or other competent bodies where required by law, court order, or legally binding request, or where we determine in good faith that disclosure is necessary to protect the rights, property, or safety of Statement, its Users, or the public. We notify you of such disclosures where permitted by law and practicable.

7.4 Business Transfers

In the event of a merger, acquisition, restructuring, or sale of all or substantially all of Statement's assets, personal data held by Statement may be transferred to the acquiring entity as part of the transaction. We will notify registered Users at least 30 calendar days before such a transfer takes effect, in accordance with Article 29.9 of the Terms & Conditions, and will ensure that the acquiring entity is bound by data protection obligations at least equivalent to those in this Policy. Users who do not wish to continue with the acquiring party may terminate their account before the effective date.

7.5 International Transfers

Statement processes personal data within the European Economic Area unless stated otherwise. Where we use processors outside the EEA, we ensure appropriate safeguards are in place: Standard Contractual Clauses approved by the European Commission, an adequacy decision, or another appropriate safeguard under Article 46 GDPR. You may request details of the safeguards applicable to any transfer at legal@statementtheagency.com. For Users outside the EU, Articles 20.3 to 20.5 of the Terms & Conditions set out the applicable national frameworks.

8. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, to comply with legal obligations, and to establish, exercise, or defend legal claims.

- Active accounts: retained for the duration of the account.
- Inactive accounts: where an account has been inactive for 3 years and there is no ongoing legal relationship with Statement, we notify you and delete or anonymise the account data within 60 days, unless a longer statutory retention period applies. This 3-year rule is the single applicable retention rule for account and profile data.
- Financial and invoice records: 7 years from the date of the relevant transaction or invoice, under Dutch tax law.
- KYC records: 5 years after the end of the business relationship, under the Wwft.
- Dispute and complaint records: 3 years from resolution.
- Usage and log data: 13 months, then deleted or anonymised.
- Marketing communications: until you unsubscribe or withdraw consent, after which we retain only a record of the opt-out.
- Portfolio and promotional content: retained indefinitely in accordance with Portfolio Use and Platform Promotion rights, subject to the right to object under Section 11 and Articles 14.4 and 14A.1 of the Terms & Conditions.

When personal data is no longer required we delete or anonymise it securely. Where anonymisation is not possible we restrict access to personnel with a legitimate need for audit or legal purposes only.

9. Data Security

9.1 Technical Measures

- Encryption of data in transit using TLS;
- Encryption of data at rest using industry-standard protocols;
- Passwordless authentication via secure, single-use, time-limited login links; no passwords are stored;
- Access controls restricting data access to authorised personnel;
- Multi-factor authentication for administrative access;
- Regular vulnerability scanning and penetration testing;
- Automated monitoring for suspicious activity and access anomalies.

9.2 Organisational Measures

- Data access limited to personnel who need it for their role;
- Confidentiality obligations for all staff and contractors;
- Data processing agreements with all third-party processors;
- Internal data protection policies and procedures;
- Regular review of security practices.

9.3 Data Breach Response

In the event of a personal data breach we will assess its nature, scope, and likely consequences without undue delay; notify the Autoriteit Persoonsgegevens within 72 hours of becoming aware where the breach is likely to result in a risk to the rights and freedoms of natural persons; notify affected individuals directly without undue delay where the breach is likely to result in a high risk; take immediate steps to contain, mitigate, and prevent recurrence; and maintain a record of all breaches under Article 33(5) GDPR. See also Article 21.2 of the Terms & Conditions.

If you become aware of or suspect a data security incident involving your account, contact us immediately at legal@statementtheagency.com. No digital system is entirely immune from security risks and we cannot guarantee absolute security, but we maintain a standard of security commensurate with the nature and sensitivity of the data we process.

10. Cookies and Similar Technologies

We use cookies and comparable technologies on www.statementtheagency.com and within the Platform. A cookie is a small text file placed on your device. Some are necessary for the Platform to function; others are placed only with your consent, in accordance with Article 11.7a of the Telecommunicatiewet and Article 6(1)(a) GDPR.

Category	Purpose	Legal basis	Retention
Strictly necessary	Authentication, session management, load balancing, security, and fraud prevention. The Platform cannot function without these.	Legitimate interest / statutory exemption from consent	Session, or up to 12 months for authentication tokens
Functional	Remembering language, display, and interface preferences.	Consent	Up to 12 months
Analytics	Measuring use of the Platform in order to improve performance and usability. Configured	Consent	Up to 13 months

Category	Purpose	Legal basis	Retention
	with IP anonymisation and no cross-site tracking.		
Advertising / tracking	Not used. Statement does not place advertising or cross-site tracking cookies and does not sell data to advertising networks.	Not applicable	Not applicable

Managing your preferences. On your first visit you are shown a cookie banner allowing you to accept or refuse non-essential cookies per category. You may change your choice at any time through the cookie preference centre on our website, and you may delete cookies through your browser settings. Refusing non-essential cookies does not affect your access to the Platform.

A current list of the specific cookies in use, with their names, purposes, and retention periods, is available in the cookie preference centre and on request at legal@statementtheagency.com.

11. Your Rights Under the GDPR

Right	What it means
Access (Art. 15)	Request a copy of the personal data we hold about you.
Rectification (Art. 16)	Ask us to correct inaccurate or incomplete data.
Erasure (Art. 17)	Request deletion where no legal basis exists for continued processing, subject to statutory retention obligations.
Restriction (Art. 18)	Ask us to pause processing pending a dispute about accuracy or legal basis.
Data portability (Art. 20)	Receive your data in a structured, machine-readable format and have it transmitted to another controller.
Object (Art. 21)	Object to processing based on legitimate interests, including Portfolio Use, Platform Promotion, and account optimisation, or to direct marketing, at any time.
Withdraw consent (Art. 7(3))	Withdraw consent at any time, without affecting the lawfulness of prior processing.
Lodge a complaint (Art. 77)	Complain to the Autoriteit Persoonsgegevens or another EU supervisory authority.

11.1 How to Exercise Your Rights

Contact legal@statementtheagency.com. Your request should identify the right you wish to exercise, provide sufficient information for us to identify you, and where relevant specify the data or processing activity concerned.

We respond within one month of receipt. Where a request is complex or where we receive a large number of requests, we may extend this period by a further two months, in which case we will inform you within the first month and explain the reason. This timeline corresponds to Article 20.2 of the Terms & Conditions.

We do not charge a fee unless a request is manifestly unfounded or excessive, in which case we may charge a reasonable administrative fee or refuse to act.

11.2 Identity Verification

We may need to verify your identity before processing a request, in order to prevent unauthorised access. We take reasonable steps to do so without requiring disproportionate information, and we do not use data provided for verification for any other purpose.

11.3 Right to Lodge a Complaint

Autoriteit Persoonsgegevens (AP), Postbus 93374, 2509 AJ Den Haag. Website: www.autoriteitpersoonsgegevens.nl. Telephone: +31 (0)88 1805 250. You may also lodge a complaint with the supervisory authority in your country of residence or place of work if you are based in another EU Member State.

12. Third-Party Links and Services

The Platform may contain links to third-party websites, services, or social media platforms. Statement is not responsible for their privacy practices and we encourage you to read their policies. In particular: Mollie B.V. for payment processing, subject to www.mollie.com/en/privacy; LinkedIn, Instagram, and other platforms, where Crew Member portfolio content sourced from public profiles remains subject to those platforms' policies; and Crew Members' own portfolio and personal websites, over which Statement has no control.

13. Children's Privacy

The Platform is intended for use by persons aged 18 or over, or the higher local age of majority where applicable. We do not knowingly collect, process, or retain personal data from persons below that age. Parents or guardians who believe their child has provided us with personal data should contact legal@statementtheagency.com and we will take prompt steps to delete it.

Where an Assignment involves the creation of content directed at children, meaning persons under 13, or under 16 in certain EU jurisdictions, the Client is solely responsible for compliance with all applicable child data protection and advertising laws, including the GDPR, COPPA where applicable, and any parental consent requirements. Statement's obligations in this respect are limited to those set out in Article 5B of the Terms & Conditions.

14. Automated Decision-Making and Profiling

We do not use automated decision-making or profiling producing legal or similarly significant effects within the meaning of Article 22 GDPR. In particular: matching suggestions between Clients and Crew Members are made by Statement's team with human review and judgment, not purely by algorithm; refund and dispute decisions are made by Statement personnel; and account suspension decisions are made by Statement personnel.

We may use automated tools to assist in detecting fraudulent activity, Acceptable Use Policy violations, or account security issues, but any significant action resulting from such detection involves human review, and the affected User receives a statement of reasons and a route of complaint under Article 3B of the Terms & Conditions. If you believe a significant decision has been made about you without adequate human review, you may request human review at legal@statementtheagency.com.

15. Changes to This Policy

We may update this Policy to reflect changes in our processing activities, applicable law, or operational requirements. Where changes are material, meaning they affect your rights or the way we process your data in a significant way, we will notify registered Users by email at least 30 calendar days before the changes take effect, display a prominent notice on the Platform, and update the version and date at the top of this Policy.

Your continued use of the Platform after the effective date constitutes acceptance of the updated Policy, to the extent permitted by applicable law. Where consent is required for a change in processing, we will seek that consent separately before the change takes effect. Previous versions are available on request at legal@statementtheagency.com.

16. Contact and Complaints

Statement The Agency — Privacy Team. Email: legal@statementtheagency.com. Website: www.statementtheagency.com. Postal address: Korhoenstraat 15, 7731 XM Ommen, The Netherlands.

Response time: within 5 working days for general enquiries; within one month for rights requests, extendable by two further months in complex cases.

If you are not satisfied with our response, you have the right to contact the Autoriteit Persoonsgegevens at www.autoriteitpersoonsgegevens.nl or to seek a judicial remedy before the competent courts of the Netherlands.

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