Klippa.com Privacy Statement

Applicable from March 25th, 2026

Version: 6.0
Date: March 25th, 2026

Introduction

At Klippa we respect your privacy and pay great attention to the protection of your personal data. This Privacy Statement helps you to understand:

- what personal data we collect
- why we collect it
- what we do with it
- how long we keep it

The information in this Privacy Statement will elaborate on these topics. Our goal is to present the description and the handling of your personal data concisely, using clear and simple language to make this Privacy Statement easy to understand.

Collection and processing of data

Information you give to Klippa

Registration
To use our products, we may ask you to register with us. If you register, you may give us your personal data, being your name, e-mail address and/or telephone number. In case you use a Klippa app, additional personal information could be provided to us, such as your date of birth, payment information and gender.

Information to deliver our products and services
You might send us information which contains personal data when you use our products. This information may contain personal data that you decided to send us on your own behalf. This could include name, email address, and language.

Support and Request information
You might send us information which contains personal data when you want us to help you with one of our products or to receive information about our products. This information may contain personal data that you decided to send us on your own behalf, such as name, email address and/or phone number.

Log information
When you use our website or review the information we send you, we automatically collect and store certain information in server logs. This information is used to monitor the website activity. This includes but is not limited to:

- information on how you used our website
- Internet Protocol (IP) address
- technical information about your device (like browser type, operating system, or language)
- cookies that may uniquely identify your browser or your product account

This data or information will be stored for a maximum of 1 year.

Information about cookies

Cookies make it possible to recognize your given preferences. Information which is processed through cookies include the settings of your computer, operating system and browser you use. The computer's IP-address where the cookie is placed is also stored and processed. Cookies can be cleared by the user. For more details about cookie deletion, please refer to your browser's help section

Types of cookies
There are 3 types of cookies being used. Functional, analytical and tracking cookies.

Functional cookies are used to store your preferences while using the website. Preferences are settings that can be changed by you, the user, in order to smoothen out the website's experience for each individual. Including but not limited to the language in which you like to consume our content.

Analytical cookies are used to monitor the traffic on the various pages of our website. We use this information to improve our website, the experience of our website's visitors and measure effectiveness of marketing campaigns. We use Google Analytics for this as described below.

Tracking cookies are used to build profiles of online behaviour to, for example, show the most relevant ads on third-party sites for a built user profile. This includes cookies from LinkedIn, Google Ads and Doubleclick. Please refer to the privacy statements of these companies in order to find out for how long they retain this data, as we at Klippa App B.V. do not collect and store this data.

Klippa makes use of the following cookies as per March 25th, 2026:

Analytics: Google Analytics

With Google Analytics we monitor the traffic on the various pages of our website. We use this information to improve our website and the experience of our website visitors. All Google Analytics data is anonymised and can not be traced to an individual. You can read more about the Google Privacy Policy and the Google Analytics security and privacy principles by following the aforementioned links. Google Analytics uses the following analytical cookies:

Cookie name	Expiry
rc::a	Persistent
rc::c	Session
_gid	1 day
_ga	2 years
_ga_#	2 years
_gat	1 day
collect	Session

Advertising: Google Ads, Microsoft Ads, Doubleclick

The cookies of Google Ads, Microsoft Ads and Doubleclick help us to analyse the effectiveness of the advertisement we do via the networks of these providers. All data is anonymised as much as possible and can not be traced to an individual. You can read more about Google's privacy policy via the links above. Google Ads uses the following tracking cookies:

Cookie name	Expiry
ads/ga-audiences	Session
__cg__gcl_au	2 years
_gcl_au	2 years
_uetsid	16 days
_uetvid (Bing Ads)	13 months
IDE	1 year
test_cookie	15 minutes

Other: CrispIP

We use Crisp as a communication tool to provide a personal chat function at our website which can ask the user for an e-mail address and a name. This information is not stored on our servers. Crisp is also used to handle support tickets and provide a knowledge base. You can read more about the Crisp Privacy Policy by following the link. Crisp uses the following functional cookies:

Cookie name	Expiry
crisp-client/domain-detect/#	Session
crisp-client/trigger/#GUID#/visit/count	6 months
crisp-client/trigger/#GUID#/visit/last	6 months
Crisp-Client/Session*	6 months

Other: Albacross

We use Albacross to identify what companies visit our website. These data-elements do not contain personal data and can not be traced to an individual. You can read more about the Albacross Privacy Policy by following the link. Albacross uses the following analytical cookies:

Cookie name	Expiry
e.gif	Session

klippa

nQ_cookieId	1 year
nQ_userVisitId	1 year

Other: Calendly

We use Calendly to allow our website visitors to schedule appointments directly into our teams calendars. You can read more about the Calendly Privacy Policy by following the link. Calendly uses the following cookies:

Cookie name	Expiry
__cf_bm	1 day
__cfruid	Session
__stripe_mid	1 year
__stripe_sid	1 day
_calendly_session	21 days
OptanonConsent	1 year
dd_cookie_test_#	Session
_ga	1 year 1 month
_cfuvid	Session

Other: Stripe

We use Stripe to allow our website visitors to make payments. You can read more about the Stripe Privacy Policy by following the link. Stripe uses the following functional cookies:

Cookie name	Expiry
_ab	Session
_mf	Session
id	Session
m	2 years

Other: Klippa

Klippa sets a functional cookie to ensure our website visitors' language preference is stored.

Cookie name	Expiry

pll_language	1 year
referrer	Session

Other: Cloudflare

We use Cloudflare with cloud deployments by making their Internet properties faster, more secure, and more reliable. Cloudflare acts as a reverse proxy that sits in front of any type of cloud infrastructure. You can read more about the [Cloudflare Privacy Policy](link) by following the link. CloudFlare uses the following functional cookies:

Cookie name	Expiry
__cf_bm	30 minutes
cf_ob_info	Until the session ends
cf_use_ob	Until the session ends
cf_clearance	1 year
cf_chl_seq_xxx	Until the session ends
_cflb	24 hours

Other: Make

We use Make for session management, security, performance tracking, and analytics. You can read more about the [Make Privacy Policy](link) by following the link. Make uses the following cookies:

Cookie name	Expiry
PHPSESSID	Until the session ends
XSRF-TOKEN	Until the session ends
_ga	2 years
_gid	24 hours
_gat	1 minute
ajs_anonymous_id	1 year
ajs_user_id	1 year
ajs_group_id	1 year
intercom-session-xxx	1 week

Oher: FluentForms

FluentForms is a WordPress form-building plugin designed to help users create various types of forms with ease.

Cookie name	Expiry
wordpress_hash	Session (expires when browser closes)
wordpress_logged_in_hash	Session (expires when browser closes)
wordpress_test_cookie	Session (expires when browser closes)
wp-settings-useriduser_iduserid	1 year
wp-settings-time-useriduser_iduserid	1 year
wordpress_sec_hash	Session (expires when browser closes)
comment_author_hash	347 days
comment_author_email_hash	347 days
comment_author_url_hash	347 days

Other: UTM Grabber

UTM, which stands for Urchin Tracking Module, is a helpful tool that lets you see where the people visiting your website are coming from. More importantly, it shows you if these visits are turning into beneficial actions like leads or sales. You can read more about the UTM Grabber Privacy Policy by following the link. UTM Grabber uses the following cookies:

Cookie name	Expiry
handl_original_ref	30 days
handl_landing_page	30 days
handl_landing_page_base	30 days
handl_ip	30 days
handl_ref	30 days
handl_ref_domein	30 days
handl_url	30 days
handl_url_base	30 days
organic_source	30 days
organic_source_str	30 days

gaclientid	30 days
user_agent	30 days
traffic_source	30 days
first_traffic_source	30 days
handlID	30 days
HandLtestDomainName	Session

Other: LinkedIn

We use LinkedIn to share social media posts, updates about our company, and show relevant advertisements. You can read more in the LinkedIn Privacy Policy by following the link. LinkedIn uses the following cookies:

Cookie name	Expiry
li_gc	6 months
bcookie	1 year
lidc	1 day

Other: YouTube

We use YouTube to publish videos about our products and services. You can read more in the YouTube Privacy Policy by following the link. YouTube uses the following cookies:

Cookie name	Expiry
VISITOR_PRIVACY_METADATA	6 months
VISITOR_INFO1_LIVE	6 months
YSC	Session
__Secure-ROLLOUT_TOKEN	6 months

Why does Klippa use your information?

We will use the information we collect from our website to deliver, support, protect and improve them and to develop new products. Below is the list of the purposes we use this information for:

- to provide you with information, our products and technical support that you request from us
- to let you know about changes to our products and website

- to perform any agreement we have with you
- to improve our services
- to comply with laws and regulations that are applicable to us
- to improve and check our websites so that that it will be convenient for you and your device to view content of our website
- to monitor potentially illegal activities
- to enable you take part into interactive features of our websites when you choose to do so
- to keep our websites safe and secure
- to measure or understand the effectiveness of advertising we send you and others, and to deliver relevant advertising to you
- to make recommendations to you and other users of our websites about our products
- to test and analyze statistics and survey results

With whom does Klippa share information collected?

For external processing
We may share your personal data with trusted third parties who process personal data on our behalf. If that is the case, we will make sure to have a separate Data Processing Agreement (DPA) in place, as part of our agreement to use one of our products. That DPA will include details regarding these subprocessors. Your personal data may be stored and processed in any country where we have facilities or in which we engage service providers. In certain circumstances, we will make sure that appropriate technical and organisational measures will be taken to ensure a level of security appropriate to protect your personal data.

For legal grounds
In some circumstances, it may become necessary for us to share your information with a government authority.

For investigation purposes, we can share information for the following reasons:

- comply with applicable laws, legal actions or lawful request of state authorities
- protect our rights, property or safety, our users or others under the applicable laws
- fulfil our obligations under our agreement with you
- check, prevent and investigate fraud, security or technical issue

Where does Klippa store the data we collect from you?

Klippa will only store your personal data for the realisation of the purposes for which they were collected and processed. The Klippa.com website makes use of Digital Ocean servers. We choose Amsterdam as our processing location to minimise latency for our users and make sure that the data centre security matches European law and standards.

Unauthorised Access

We cannot guarantee the security of your personal data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

What do we do to protect the data we collect from you?

- We use up-to-date security measures to protect the information we have against loss, theft and unauthorised use, disclosure or modification. These measures are documented in the Klippa Technical and Organisational Measures document and are available upon request.

- We continuously analyse and check our procedures of collection, storage, and use of information including training of our staff.

Please note that although we work hard to protect the security of our products and websites, the confidentiality of any communication or material sent to or from our products and websites cannot be guaranteed. We ask you to take every precaution to protect your personal data when you are on the Internet.

How long do we store your data?

We store information as long as necessary, required or as long as you are using our services.. In cases of an information security breach, unauthorised login attempts or other illegal actions, we store it for a longer period if that is required by law. When we no longer need to store your personal data, it will be destroyed without undue delay. The website server logs are automatically deleted after 1 month.

When does this Privacy Statement apply?

This Privacy Statement applies to the Klippa.com website offered by Klippa App B.V., including its subdomains. Our websites also contain references and links to websites of others that may offer information. This Privacy Statement does not apply to such websites of other parties, and we recommend reviewing privacy policies of those websites individually.

How and when does Klippa change this Statement?

We reserve the right to change this Privacy Statement from time to time. When Klippa determines that such changes are significant for your rights and interests, we will notify you via a pop-up banner on our websites that requests your notification. We recommend that you revisit and read this Privacy Statement from time to time to ensure that you are familiar with the most recent version of it.

Your rights

Under the EU General Data Protection Regulation you have the following individual rights related to your personal data, and can utilise these upon request when contacting us on the e-mail below:

- Enhanced right to information and transparency
- Right of access
- Right of rectification
- Right to objection
- Right to erasure or "right to be forgotten"
- Right to restriction

- Right to data portability
- Right to lodge a complaint with a supervisory authority

Feel free to contact us via the contact information below if you want to make use of one of these rights.

You also have the legal right to file a complaint with the Autoriteit Persoonsgegevens in case you are unsatisfied about our processing, the Privacy Statement or the way we collect or store your personal data. The website www.autoriteitpersoonsgegevens.nl contains more information about the organisation and how to contact them.

Contact Details

If you have any questions, complaints or comments after reading this Privacy Statement, please do not hesitate to contact us by email at support@klippa.com.

Klippa App B.V. in Groningen, the Netherlands.