



Privacy Policy Age Back Co. B.V.

Version: 23 September 2025

Note: This is an English translation of the Dutch *Privacyverklaring*. It is provided for convenience only. In case of any inconsistency or difference in interpretation, **the Dutch version shall prevail and is legally binding.**

1. Who we are

Age Back Co. B.V. ("Age Back") is responsible for the processing of personal data as described in this Privacy Policy.

Contact details:

E-mail: info@ageback.co

Chamber of Commerce: 96017732

2. What personal data do we process?

Age Back processes your personal data because you use our services and/or because you provide such data to us yourself. This may include:

- Name, address, e-mail address and telephone number
- Passport details (identification, copy of passport/ID for travel purposes)
- Medical information you voluntarily provide (e.g. medical file, questionnaires, test results)
- Invoice and payment details
- Correspondence and communication history

3. Special and sensitive data

In order to organise treatments, Age Back may process special categories of data, including medical information. This is done only with your explicit consent and only to the extent necessary for the performance of the Agreement.

4. Purposes and legal bases

Age Back processes your personal data for the following purposes:

- Performance of the Agreement with you (organisation of treatments at the Clinic)
- Administrative purposes (invoicing, payments)
- Communication with you regarding the treatment and services
- Compliance with legal obligations (e.g. tax regulations)

The legal bases for processing are:

- performance of the Agreement,
- compliance with legal obligations,
- your consent (for medical data).

5. With whom do we share data?

Your data may be shared with:

- The **Clinic** performing the treatment (to the extent relevant for medical execution)
- Service providers who perform administrative or technical services on our behalf (e.g. IT hosting, accounting)

With parties that process data on our behalf, we conclude a **data processing agreement** to ensure the same level of protection and confidentiality.

6. Retention period

Your data will not be retained longer than strictly necessary. Guidelines:

- Administrative data (invoices): **7 years** (statutory obligation)
- Medical data: up to **2 years** after completion of the service, unless longer retention is necessary or legally required
- Passport copies: deleted no later than **1 month after completion** of the travel/identification process

7. Security

Age Back takes appropriate technical and organisational measures to protect your personal data against loss or unauthorised access.

8. Your rights

You have the right to access, correct, delete, restrict or transfer your personal data. You may also withdraw your consent. Requests can be sent to: info@ageback.co.

9. Complaints

If you have any complaints regarding the processing of your personal data, you may contact us at klachten@ageback.co. You also have the right to file a complaint with the **Dutch Data Protection Authority (Autoriteit Persoonsgegevens)**.