



## 1Box Privacy Statement

### 1 **1Box**

- 1.1 We are 1Box Holding B.V., located at Steenplaetsstraat 2c, 2288 AA Rijswijk, the Netherlands, registered in the Dutch Chamber of Commerce under number 66894026 ("**1Box**", "**we**", "**us**" or "**our**"). You can reach us via e-mail at [privacy@1box.nl](mailto:privacy@1box.nl) and by phone at + 31(0)850161611.
- 1.2 When you visit our website <https://www.1box.nl/> ("**Website**"), when you create an account, when you are a (potential) customer, provide services to us, contact us or apply for a job with us, we process your personal data. We are the "data controller" for the processing of your personal data as further described in this Privacy Statement ("**Privacy Statement**"). In this Privacy Statement, we explain why and how we process your personal data.
- 1.3 Our Website uses cookies. You can find more information about the use of cookies in our [Cookie Statement](#).

### 2 **Categories of personal data being processed**

- 2.1 When you visit our Website, when you are a (potential) customer, provide services to us, apply for a job position with us, visit us or contact us, we process your personal data. Below we inform you about the categories of personal data we process for each category of data subjects. If you do not provide such information, we are not able to provide our services to you or to receive your services.
- 2.2 **Website visitors** – When you visit our Website, we process the following personal data:
  - IP address;
  - Most visited pages within the Website;
  - Website usage and browser data;
  - Interactions with our Website after receiving e-mails;
  - Data about your device with which you visit our Website;
  - Automatically collected personal data through the use of cookies and/or similar technologies.
- 2.3 **Storage facility visitors** – When you visit our storage facilities, either as a customer or other visitor, we process the following personal data:
  - Video images, please see more information under section 7;
  - Logs of the date and times you have visited our storage facilities.
- 2.4 **Leads** – When you express your interests in our services by requesting a quote via the Website or contacting us via phone, we collect:
  - First and last name;
  - E-mail address and phone number;



- A recording of your conversation with our customer service, of which you will be informed before the conversation commences.

**2.5 Customers** – When you become a customer, we collect:

- First and last name;
- Date of birth;
- Type of identification and document number (only consumers);
- Company name and type, Chamber of Commerce number and VAT number (only businesses);
- E-mail address and phone number;
- Billing address;
- Payment details;
- Any reviews you share regarding your experience with our services;

**2.6** When you contact us by phone, we collect a recording of your conversation with our customer service, of which you will be informed before the conversation commences.

**2.7 Service providers** – When you provide services to us, we collect:

- Contact person's name;
- Business e-mail address and/or phone number.

**2.8 Job applicants** – When you apply for a position with us, we collect:

- Name, address and contact details;
- Your latest and desired salary;
- Interview notes, if applicable;
- CV, employment history, qualifications.

**3 Source of personal data**

3.1 We collect and receive the personal data under chapter 2 directly from you or the organization you represent. We do not use further or public sources to collect your personal data unless otherwise expressly provided in this Privacy Statement.

**4 Purposes of the processing**

4.1 Personal data as mentioned under 2 will be processed for the following purposes:

- a. We collect chats, phone and video recordings with our customer service in order to evaluate the quality of our customer service and for training purposes (see 2.4, 2.5 and 8);
- b. We collect video images as this forms part of the nature of our services provided and to secure our employees and our assets (see 2.3 and 7);
- c. To offer you our Website, to measure your use thereof and to improve it (see 2.2);



- d. To offer and promote our services to you (see 2.4, 2.5 and 2.8);
- e. For the performance of the customer agreement concluded with you, including contacting you regarding the services, handle payments, provide information you requested and to administer the storage units you are using (see 2.5);
- f. To receive services from you or to collaborate with you and to execute any agreement between 1Box and you (see 2.6);
- g. For internal administrative purposes;
- h. To assess and review your job application (see 2.7);
- i. To fulfill our obligations under statutory law, such as fiscal and/or civil retention obligations, anti-money laundering and counterterrorist financing requirements and in the context of providing mandatory cooperation in the investigation by law enforcement or intelligence agencies;
- j. To handle any requests you may have submitted to us;
- k. For the establishment, exercise or enforcement of a legal claim;
- l. To allow third parties to buy (a stake in) 1Box and to include the necessary professional service providers in such process.
- m. For marketing and other communications (such as name, e-mail address and phone number);
- n. To improve our services by conducting data analyses (such as geoanalysis).

**5 Lawful bases of the processing**

- 5.1 The lawful bases for processing personal data as listed under chapter 2 are listed below. The purpose of processing personal data is stated per lawful base.
- The necessity of the processing for the performance of an agreement to which you are a party or to take measures at your request prior to the conclusion of an agreement;
  - To comply with any statutory provisions applicable to us;
  - The necessity of the processing to serve a legitimate interest of ours that outweighs your privacy interest, which is our interest in measuring website usage, to secure our personnel and assets, to improve our products and services and to promote our products and services to you;
  - Your express consent to the processing of your personal data, to the extent no other lawful basis applies.

**6 Retention periods**

- 6.1 In principle, your personal data will not be kept longer than necessary for the purpose for which your data was collected, unless a legal obligation obliges us to keep the data for a longer period, such as the seven-year fiscal retention period.

Category of data subjects	Retention period
<b>Website visitors</b>	All personal data of data subjects that visit the 1Box website, which have not become customers, are deleted after six months from the moment they were collected.



<b>Storage facility visitors</b>	<p><b>Visiting logs</b> When you visit our storage facilities as a customer, we will keep logs of your visits. Such logs will be retained for a period of 160 weeks from the end of your customer agreement with 1Box.</p> <p><b>Video images</b> When you visit our storage facilities, we process video surveillance images. These video images are being retained for a period of seven days, after which they are removed. When an incident takes place, the video images may be retained for a period of 28 days.</p>
<b>Leads</b>	All personal data of leads, which have not become customers, are deleted after six months from the moment they were collected.
<b>Customers</b>	<p><b>Phone conversation logs</b> The recordings of the conversations with our customer service will be retained for a period of 180 days. The logs of these conversations, which consist of information on the date, time and duration of the call, will be retained for a period of one year.</p> <p><b>AI assistant conversation logs</b> Logs for conversations with the AI-assistant are kept for a maximum period of 24 months.</p>
<b>Service providers</b>	All personal data of service providers are deleted after seven years from the moment they were collected
<b>Job applicants</b>	All personal data provided by job applicants, are deleted after four weeks from the moment they were collected.

## 7 Video surveillance

- 7.1 When you visit our storage facilities, either as a customer or other visitor, we process video surveillance images of you. These are recorded by static cameras, which cannot be adjusted remotely and are not able to recognize faces. The cameras are running 24 hours a day, however only when the camera detects movement. We collect video images as this forms part of the nature of our services provided and to secure our employees and our assets, which is a legitimate interest of 1Box.
- 7.2 These video images are being retained for a period of seven days, after which they are removed. Only if an incident has been taking place, the video images may be retained for a period of 28 days. 1Box has taken measures to ensure that access to the video images is restricted to a limited number of members of the 1Box management team.

## 8 AI customer assistant

We use an external AI-based chat and voice assistant to support customer service. When you interact with this system on our website or by telephone, it processes the personal data you provide or that is required to handle your enquiry. This may include your name, contact details, location of interest, rental status and information relating to your storage enquiry. The system retrieves certain information from our customer management software (such as availability of units) and may send reservation links or notifications to our staff to assist with the handling of your request. Processing is carried out on the basis of legitimate interests (Art. 6(1)(f) GDPR) in providing efficient customer support.



## **9 Electronic Access Control**

At several of our storage sites, we use electronic lock and access-control systems, operated by external technical service providers, that allow customers to open their storage unit via a mobile app. When you rent a unit at these locations, your name, contact details, rental unit number, rental start and end dates, and related access-control events (such as opening a unit or entering the site) are transferred automatically from our customer management system to the relevant access platform. This data is processed exclusively to authenticate customers, manage access to the storage facility, activate and deactivate units, and maintain site security. The processing is necessary for the performance of your rental agreement (Art. 6(1)(b) GDPR) and for our legitimate interests in maintaining the safety and security of our facilities (Art. 6(1)(f) GDPR). Where such providers process or store data outside the EEA, we ensure that appropriate safeguards, such as Standard Contractual Clauses (SCCs) or adequacy decisions, are in place.

## **10 Customer call recordings**

- 10.1 When you contact our customer service, we process your personal data. If you contact our customer service by dialing our phone number, we process and retain recordings of the conversation.
- 10.2 The purpose of these phone and video recordings is to evaluate the quality of our customer service and for training purposes. The recordings of the phone conversations with our customer service will be retained for a period of 180 days. The logs of these conversations, which consist of information on the date, time and duration of the call, will be retained for a period of one year.

## **11 Automated decision-making and profiling**

- 11.1 We do not take decisions about you based solely on automated processing and do not engage in profiling.

## **12 Recipients of personal data**

- 12.1 To the extent necessary for any of the aforementioned purposes of processing, we share your personal data with third parties ("**recipients**"). The following categories of recipients may have access to your personal data:
  - Affiliated group companies, if necessary for compliance, internal reporting, audit or security purposes, or for the performance of an agreement with data subjects;
  - Our auditor, legal advisors and other professional service providers engaged by us for compliance reasons;
  - Government agencies, courts, supervisory authorities, law enforcement or intelligence agencies, if we have a legal obligation to provide personal data to them;
  - IT service providers we use for our systems or for our website such as but not limited to the party that provides the hosting of our data and other external IT suppliers;
  - Service providers of storage security systems which are used to manage your access to the storage units;
  - Service providers we use to send you e-mails about our products and services;



- Service providers that provide us services related to data analytics and customer engagement, however, these parties only receive your data in pseudonymized form;
- Service providers assisting us in executing the agreement with you;
- Third parties buying or interested in buying (a stake in) 1Box and professional service providers involved.

12.2 Some of the recipients who receive or have access to your data are located outside the European Economic Area (EEA), including in the United States. When we transfer data for which we are responsible to countries outside the EEA (so-called "**third countries**"), we provide appropriate safeguards. More specifically, we impose contractual obligations on the recipients of personal data to protect your personal data using the Standard Clauses (SCCs) as approved by the European Commission. We will assess in advance (where necessary with the assistance of third-country recipients) on a case-by-case basis whether the legislation or practice of the third country compromises the effectiveness of the SCCs. In such cases, we will take additional measures to fill the protection gaps and bring them up to the level required by EU law. You may consult the SCCs we have concluded with recipients by sending an e-mail to [privacy@1box.nl](mailto:privacy@1box.nl).

12.3 When transferring personal data to the categories of recipients listed above, we always strive to transfer as little personal data as possible.

### **13 Your right to object**

13.1 You have the right to object to the processing of personal data because of your specific situation, but only insofar as this processing is carried out on the basis of one of our legitimate interests. We will then cease processing your personal data unless our interest in processing your data outweighs your interests or when our interest is related to the establishment, exercise or enforcement of a legal claim. Furthermore, you have the right to object to the processing of your personal data for direct marketing purposes, for example the promotion of our products and services.

13.2 You can object to the processing of your personal data by sending an e-mail to [privacy@1box.nl](mailto:privacy@1box.nl) clearly describing your request. Please note that we need to establish your identity before we can respond to your request. The manner in which we do this depends on your specific situation. We will respond to your request, detailing the next steps, within four weeks.

### **14 Other rights regarding the processing of your personal data**

14.1 **Right of access** – You have the right to request access to the personal data we process about you, more specifically about the purposes, the categories of personal data concerned, the (categories of) recipients, the retention periods or the criteria for establishing them, the source of the personal data and the appropriate safeguards in case of transfer of the data outside the EEA.

14.2 **Right to rectification of data and restriction of processing** – You have the right to have incorrect data that we process about you rectified and to have incomplete data completed by us. Furthermore, you have the right, at your request, to restrict data processing in the following cases:

- If you dispute the accuracy of the data, you may ask us to restrict the data processing for the period during which we verify the accuracy of the data;



- If the processing is unlawful and you request us, instead of deleting the data, to restrict the use of the data;
- In case we no longer need your personal data for the processing purposes, but you still need them for the establishment, exercise or substantiation of a legal claim;
- If you have objected to the processing of your data, and you are awaiting our response as to whether our legitimate interests outweigh your interests.

**14.3 Right to the deletion of data** – In the following cases, you may have the right to have personal data deleted by us at your request:

- If we no longer need the data for the purposes for which it was collected or obtained;
- If you have withdrawn your consent, insofar as your data are processed on the basis of consent, and we also have no other legal basis for processing your data;
- If you have objected to the processing of your data and we have no overriding interest, or if you have objected to the processing of your data for direct marketing purposes;
- If the personal data has been unlawfully processed;
- If we need to delete personal data in order to comply with a statutory obligation;
- If the personal data has been collected in relation to the offer of information society services to children.

Please note that the above does not apply in all cases. We do not have to delete your personal data if we need it for, for example, the establishment, exercise or substantiation of a legal claim.

**14.4 Right to data transfer** – If we process your personal data pursuant to your consent or in execution of an agreement with you and the processing is automated, you have the right to obtain your data from us or have us transfer it to a third party in a commonly used file format.

**14.5 Right to withdraw given consent** – If your personal data is processed on the basis of consent, you have the right to withdraw your consent. Consent given for a specific processing can be withdrawn at any time. Please note that withdrawing consent does not affect data processing that took place before you withdrew your consent.

You can exercise all of the aforementioned rights by sending an e-mail to [privacy@1box.nl](mailto:privacy@1box.nl) clearly describing your request. Please note that we need to establish your identity before we can respond to your request. How we do this depends on your specific situation. We will respond to your request, detailing the next steps, within four weeks.

**14.6 Right to file a complaint** – If you disagree with the way 1Box processes your personal data, you have the right to file a complaint with the competent Data Protection Authority. In the Netherlands, this is the Autoriteit Persoonsgegevens (AP).

## **15 Third party websites**

**15.1** This Privacy Statement does not apply to third-party websites that are connected to our Website by hyperlinks. We cannot guarantee that these third parties will handle your personal data in a reliable or secure manner. We advise you to read the privacy statement of these websites before using them.



## **16 Changes in this Privacy Statement**

- 16.1 We may change this Privacy Statement from time to time. We encourage you to check this page regularly to ensure that you are aware of any changes to this Privacy Statement.
- 16.2 This Privacy Statement has last been updated on 19 March 2026.