



Privacy and Cookie statement

Version 2025

Mymundo B.V. is the place to go for registering domain names, web hosting, email and packages that allow you to build your own websites or web shops. At Mymundo, we are honest about what you get, for a fair price. We are also honest about privacy. In order to deliver and optimise our products, we collect data from our customers, business relations and website visitors. We do everything we can to keep your private data private. We process personal data and other data in accordance with applicable laws and regulations. In this privacy statement, we explain exactly how we do this.

01. How does Mymundo collect personal data?

Mymundo collects personal data when you purchase one of our services for invoicing purposes and to enable the use of the services. You must be able to access your own online environments, and we must also ensure that no unauthorised persons can access your environments. We also collect data when you subscribe to our newsletter, request information, ask a question, respond to our website, or contact us in any other way.

02. What personal data does Mymundo collect?

Mymundo collects contact details such as your name, address, telephone number, email address and bank details, as well as data relating to previous orders and use of our services. We collect data about uncompleted orders in order to send a one-off reminder by email to prevent someone else from claiming the domain name you wanted.

We also store when and why we have been in contact with you, for example when you ask our customer service a question. If you use our helpdesk, we will have your contact details and may store the content of the conversations in order to provide you with better service in the future and to improve our own information provision.

In addition to the personal data you provide to Mymundo yourself, Mymundo may collect, record and process additional personal data about your use of our services and website(s). If you use our relocation service, we will ask you for the necessary data to log into your (S)FTP server. We will delete this data once the relocation is complete.

We also collect data about the equipment you use, such as a unique identifier, the version of the operating system and settings of the device you use to visit our website. We also collect data about the use of our website(s), such as the time you visit us and the topics you view. The response (whether you open it or click on a link) to our emails is also recorded at an individual level.

In some cases, personal data may be combined by Mymundo with information from external sources (such as demographic and geographic segments). Based on all this data, we can serve you better and tailor the content of our services to your preferences. If you do not want this, please read section 5 to find out how you can object to this.

03. Why does Mymundo collect personal data?

Mymundo processes personal data in order to provide our services. We store data for the purposes of delivery, creating an account, invoicing and communicating with you in the context of those services. We also need your data when processing queries, complaints and refunds. When you place an order, we create a unique quotation and invoice number that is linked to your account.

Mymundo stores your IP address so that we can provide you with an overview of which IP address was used to log into your account or make changes.

When you visit our site, place an order with us or like us, we remember what you need. We do the research and help you with great offers, for example by email. We also use your data to improve our sites. And to show useful advertisements on Facebook and Instagram, for example. You can read more about this under the heading 'cookies'.

04. Your personal data and third parties

Mymundo never sells your personal data to third parties. However, we do share personal data within partnerships if this is necessary to provide the service you have requested. We also use systems or services from suppliers, which may give the supplier access to our customers' data. Some of our suppliers are based outside the EU. In all cases, we ensure that these parties offer sufficient guarantees in terms of privacy protection and security. For example, we have made contractual agreements with these suppliers regarding the proper protection of privacy (processing agreement) and we work with the European model contract.

Mymundo acts as an intermediary for the application, allocation and possible use of a domain name. Your application is forwarded to registration authorities, such as the Foundation for Internet Domain Registration in the Netherlands (SIDN) for .nl domain names. That authority decides on the allocation of a domain name. To enable registration, Mymundo forwards your application details to these authorities.

05. Your rights

You can always access your data processed by Mymundo free of charge and modify your data if you wish. If you wish, for example because you want to pass it on to another authority, you can obtain your contact, address and bank details from us in a machine-readable format. You can also object to receiving targeted information about our services that we send you by email, telephone, post and/or SMS or via WhatsApp. If you wish to make use of one of these options, please contact us.

You may also ask us to delete your data from our database. Please note that we are not always able to comply with this request. For example, if you are or have been a customer, the tax authorities require us to retain agreements for at least seven years. If you do not want us to contact you with marketing communications, we will need to remember your name and email address in order to exclude you from our future campaigns. If we are unable to comply with your request, we will of course let you know the reason why.

06. How does Mymundo protect your data?

At Mymundo, we monitor and secure all our products and services, both visibly and invisibly, against misuse and fraud. We are also strong advocates of responsible disclosure, whereby we are made aware of any potential weaknesses in our security.

Mymundo engages third parties in the provision of its services, such as web development. Insofar as these third parties process your data in the performance of the relevant services, they do so in their capacity as processors for Mymundo.

Mymundo has taken technical and organisational measures to ensure that your data is processed exclusively for the above purposes. The service provider in question only receives the necessary data from Mymundo and the service providers are obliged to protect your personal data. We conclude agreements with all our processors in which we explicitly include this.

07. Cookies

Mymundo places cookies when you visit one of our sites. Thanks to these cookies, you do not have to enter or download the same information every time you return to our site. They also help us understand how you use our sites and how we can make them better and more customer-friendly. They also help us to secure the sites. And yes, we also use them for targeted advertising. Below you can read about the types of cookies you may encounter on our site.

a. Functional cookies

Among other things, to remember your order and login and to prevent fraud.

b. Analytics cookies

Mymundo uses Google Analytics and Hotjar to collect information about, for example, the date and time someone visits our websites and which pages they view. We use this data to improve our websites, to compile traffic statistics (such as the times of day or days of the week when the websites attract the most visitors) and to measure the popularity of the various parts of the site.

c. Social media cookies

Our websites display buttons and widgets from the social networks Facebook, X, YouTube, LinkedIn and Instagram, so that you can easily share information about us on social media. These buttons are pieces of code from the social media themselves and use a cookie. This cookie remembers that you are logged in so that you do not have to log in to X or Facebook every time you want to share something.

Facebook and X cookies are only placed if you are logged in to Facebook during a visit to the Mymundo website and give your consent. You can disable this feature by installing a programme such as 'Disconnect' for Chrome and Firefox.

d. Personalisation of advertising

Mymundo uses advertising cookies from Google, Facebook, Adform and WiQhit for its websites. We use this technology to make our offerings more interesting. For example, it allows us to show relevant advertisements to people who have previously shown interest in our products on other websites. Believe us, it works. Our advertisements are displayed on external websites using cookies and an analysis of previous user behaviour.

Would you rather not have cookies? You are free to disable cookies in your browser. Please note, however, that the websites will not function optimally. The links below provide specific information about refusing cookies for the most commonly used browsers:

- **Cookies and Internet Explorer**, see:

<https://support.microsoft.com/nl-nl/help/17442/windows-internet-explorer-delete-manage-cookies>

- **Cookies and Firefox**, see:

<https://support.mozilla.org/nl/kb/cookies-informatie-websites-computer-opgeslagen>

- **Cookies and Google Chrome**, see:

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>

- **Cookies and Safari**, see:

https://support.apple.com/kb/ph19214?locale=nl_NL

- **Cookies and Opera**, see:

<http://help.opera.com/Linux/10.10/nl/cookies.html>

08. Questions

If you have any questions or comments about this privacy statement, we would of course like to hear from you. Please let us know via our contact form.

09. Changes to the privacy statement

Mymundo reserves the right to make changes to this privacy statement.