



Snail Mail
FRIENDS

Snail Mail Friends Privacy Policy

Last updated: March 27th, 2023

About our privacy policy

Thank you for choosing to be part of our community at Snail Mail Friends.com (referred to herein as “Snail Mail Friends”, “we,” “us,” and “our”). We are committed to protecting your personal information and your right to privacy.

The purpose of this privacy notice is to explain to you what information we collect, how we use it, and what rights you have in relation to it.

We process data that we need for (improving) our Services, and carefully handle all information gathered about you and your usage of our Services. Your data is not shared with third parties for commercial goals. This Privacy Policy applies whenever you access any of Snail mail Friends’ Services. Any terms not defined in this Privacy Policy shall be given the meaning allocated to them in the General Terms of Use. The starting date for the validity of these General Terms of Use is 26/12/2021, with the publication of a new version the validity of all previous versions is canceled.

By using Snail Mail Friends’ Services, you express your agreement to this Privacy Policy. If you do not agree to the terms of this Privacy Policy, please do not use Snail Mail Friends’ Services. If you have any questions about our privacy policy, please contact our privacy contact person, you will find the contact details at the end of our privacy policy.

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1. What data do we collect?

Personal Information you disclose to us

In short: We collect personal information that you provide to us.

We collect personal information that you voluntarily provide to us when you register an account on Snail Mail Friends, express an interest in obtaining information about us or our Services, when you participate in interactive features on Snail Mail Friends (such as entering in swap events, posting messages in our online forum or entering competitions, contest or giveaways) or otherwise when you contact us.

The personal information that we collect depends on the context of your interactions with Snail Mail Friends, the choices you make and the products and features you use. The personal information we collect may include the following:

Personal data provided by you – We collect information you provide to us (such as names, email addresses; mailing addresses, usernames; contact preferences; contact or authentication data; billing addresses; and other similar information), content you make public when using Snail Mail Friends interactive features, upload content and otherwise interact with Snail Mail Friends. This includes the production of backup copies in our backup systems. All personal information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information. If you upload images to Snail Mail Friends, you should avoid uploading images with embedded location data (EXIF GPS) included. Members to Snail Mail Friends can download and extract any location data from images on our website.

Payment information – We may collect data necessary to process your payment if you purchase a membership plan, such as your payment instrument number (such as a credit card number), and the security code associated with your payment instrument.

Information automatically collected

In short: Some information – such as your Internet Protocol (IP) address and/or browser and device characteristics – is collected automatically when you visit Snail Mail Friends.

We automatically collect certain information when you visit, use or navigate Snail Mail Friends. This information does not reveal your specific identity (like your name or contact information), but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URL's, device name, country, location, information about how and when you use Snail Mail Friends and other technical information. This information is primarily needed to maintain security and operation of Snail Mail Friends, and for our internal analytics and reporting purposes.

Like many businesses, we also collect information through cookies and similar technologies. You will find more information in this Privacy Policy.

The information we collect includes:

Log and usage data – Log and usage data is service-related, diagnostic, usage and performance information our servers automatically collect when you access or use Snail Mail Friends and which we record in log files. Depending on how you interact with us, this log data may include your IP address, device information, browser type and settings and information about your activity in Snail Mail Friends (such as the date/time stamps associated with your usage, pages and files viewed, searches and other actions you take such as which features you use), device event information (such as system activity, error reports (sometimes called 'crash dumps') and hardware settings).

Device data – We collect device data such as information about your computer, phone, tablet or other device you use to access Snail Mail Friends. Depending on the device used, this device data may include information such as your IP address (or proxy server), device and application identification numbers, location, browser type, hardware model Internet service provider and/or mobile carrier, operating system and system configuration information.

Location data – We collect location data such as information about your device's location, which can be either precise or imprecise. How much information we collect depends on the type and settings of the device you use to access Snail Mail Friends. For example, we may use GPS and other technologies to collect geolocation data that tells us your current location (based on your IP address). You can opt out of allowing us to collect this information either by refusing access to the information or by disabling your Location setting on your device. Note however, if you choose to opt out, you may not be able to use certain aspects of the Services.

Aggregated Data – We may also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the

percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We use Google products including: Google Analytics. We use these products to understand how the website is being used in order to improve the user experience. User data is all anonymous. The types of data collected includes: IP address, browser-generated information e.g. browser type, operating system, date and time of access, how long a person looks at a website etc. For an overview of Google's Privacy Policy visit <https://policies.google.com/privacy>

2. How will we use your data?

In Short: We process your information for purposes based on legitimate business interests, the fulfillment of our contract with you, compliance with our legal obligations, and/or your consent.

We use personal information collected via Snail Mail Friends for a variety of business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests, in order to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below.

We use the information we collect or receive:

- **To facilitate account creation and logon process.** If you choose to link your account with us to a third-party account (such as your Google or Facebook account), we use the information you allowed us to collect from those third parties to facilitate account creation and logon process for the performance of the contract.
- **Request feedback.** We may use your information to request feedback and to contact you about your use of Snail Mail Friends.
- **To enable user-to-user communications.** We may use your information in order to enable user to-user communications with each user's consent.
- **To post testimonials.** We post testimonials on Snail mail Friends that may contain personal information. Prior to posting a testimonial, we will obtain your consent to use your name and the content of the testimonial. If you wish to update, or delete your testimonial, please contact us at info@snailmailfriends.com and be sure to include your name, testimonial location, and contact information.
- **To manage user accounts.** We may use your information for the purposes of managing our account and keeping it in working order.
- **To send administrative information to you.** We may use your personal information to send you service and new feature information and/or information about changes to our terms, conditions, and policies.
- **To protect our Services.** We may use your information as part of our efforts to keep Snail Mail Friends safe and secure (for example, for fraud monitoring and prevention).
- **To enforce our terms, conditions and policies for business purposes,** to comply with legal and regulatory requirements or in connection with our contract.
- **To respond to legal requests and prevent harm.** If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.
- **Fulfill and manage your membership plan.** We may use your information to fulfill and manage your membership plan, payments and exchanges made through Snail Mail Friends.
- **Administer prize draws and competitions.** We may use your information to administer prize draws and competitions when you elect to participate in our competitions.
- **To manage online event registrations and attendance,** including sending related communications to you.
- **To deliver and facilitate delivery of services to the user.** We may use your information to provide you with the requested service.
- **To respond to user inquiries/offer support to users.** We may use your information to respond to your inquiries and solve any potential issues you might have with the use of our Services.
- **For other business purposes.** We may use your information for other business purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve Snail mail Friends, products, marketing and your experience. We may use and store this information in aggregated and anonymized form so that it is not associated with individual end users and does not include personal information.

We use automatically collected information and other information collected on this website through cookies and similar tracking technology for such purposes as:

- counting and recognizing visitors to the site;
- analyzing how visitors use Snail Mail Friends and various site features;

- improving Snail Mail Friends and enhancing users' experiences with Snail Mail Friends;
- creating new products and services or improving our existing products and services;

When Snail Mail Friends processes your membership plan purchase, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

3. With whom and why we share your data?

In Short: We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfill business obligations.

We may process or share your data that we hold based on the following legal basis:

- **Consent:** We may process your data if you have given us specific consent to use your personal information for a specific purpose.

The goal of Snail Mail Friends is to connect creative people to send snail mail (postal mail) to each other through online organized group, one-way postcards, random or personal swaps/events (postal mail exchange). **Therefore it is necessary to share your postal mailing address** in order to receive postal mail from members.

- ◆ All members are able to see the country origin of another member.
- ◆ Postal addresses are only visible to partnered members in a swap event (postal mail exchange) or when a member has accepted a personal or random swap (postal mail exchange).
- ◆ Addresses cannot be requested without consent of a member. Consent is given when joining an event and/or accepting a personal or random swap (postal mail exchange).
- ◆ A postal address is partially visible to event creators. Event creators are able to see county and city details only when members have signed up for the creator's event in order to manage snail mail events (postal mail exchanges).
- **Legitimate Interests:** We may process your data when it is reasonably necessary to achieve our legitimate business interests.
- **Legal Obligations:** We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- **Vital Interests:** We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.

More specifically, we may need to process your data or share your personal information in the following situations:

- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **Vendors, Consultants and Other Third-Party Service Providers.** We may share your data with third-party vendors, service providers, contractors or agents who perform services for us or on our behalf and require access to such information to do that work. Examples include: payment processing, data analysis, email delivery, hosting services, customer service and marketing efforts. We may allow selected third parties to use tracking technology on Snail Mail Friends, which will enable them to collect data on our behalf about how you interact with our Website over time. This information may be used to, among other things, analyze and track data, determine the popularity of certain content, pages or features, and better understand online activity. Unless described in this notice, we do not share, sell, rent or trade any of your information with third parties for their promotional purposes. We have contracts in place with our data processors, which are designed to help safeguard your personal information. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will also not share your personal information with any organization apart from us. They also commit to protect the data they hold on our behalf and to retain it for the period we instruct.
- **Other Users.** When you share personal information (for example, by posting comments, contributions or other content to the Snail Mail Friends) or otherwise interact with public areas of the Snail Mail Friends, such personal information may be viewed by all users and may be publicly made available outside Snail Mail Friends in perpetuity. Similarly, other users will be able to view descriptions of your activity, communicate with you within Snail Mail Friends, and view your profile.

Snail Mail Friends currently shares information with the following third parties, but may use other providers in the future:

- **Webhosting: XXLHosting**
We have chosen XXLHosting for our webhosting. Personal data that you make available to us for the purpose of our services are shared with this party. XXLHosting has access to your data in order to provide us with (technical) support. They will never use your data for any other purpose. XXLHosting is based on the agreement that we've concluded with them to take appropriate security measures. This security measures consist of the application of SSL encryption and a strong password policy. Regular backups are made to prevent loss of data. XXLHosting processes personal data on our behalf and does not use your data for its own purposes. However, this party may collect metadata about the use of the services. These are not personal data. XXLHosting has appropriate technical and organizational measures taken to prevent the loss and unauthorized use of your personal data. XXLHosting is obliged to observe confidentiality under the terms of the agreement.
- **Website software: Future Web Development**
Snail Mail Friends has been developed using Future Web Development software. However, Future Web Development software does not collect your personal data and we do not share any personal data with Future Web Development.
- **Accounting and Bookkeeping: E-Boekhouden.nl**
For our accounting, administration and bookkeeping we use the services of E-Boekhouden.nl. We share your name, address, residential details and general details concerning your order/purchase. This data is used for the administration of sales invoices. Your personal data is securely sent and stored, E-Boekhouden.nl has implemented fitting technical and organisational measures to protect your personal data against loss or unauthorised use. E-Boekhouden.nl is obligated to a duty of confidentiality and will treat your data accordingly. E-Boekhouden.nl does not use your personal data for any other purposes other than those previously described above.
- **Payment processors: Mollie**
For concluding and processing (part of) our payments on our website we use the payment provider Mollie. Mollie processes your name, address and residence information. They also process payment information such as your bank account number or credit card number. Mollie has implemented fitting technical and organisational measures to protect your personal data. Mollie retains the right to use your personal (anonymized) information to further improve their services and, within this context, share it with third parties. All the aforementioned guarantees in regard to the protection of your personal data are also applicable to any services by Mollie that uses third parties. Mollie does not store your data any longer than the instalments permitted by the appropriate legal grounds.
- **E-mail and mailinglists: MailJet**
For our regular business email, we use the email services of MailJet. This party has implemented fitting technical and organisational measures to prevent misuse, loss or corruption of your data. MailJet does not have access to our mailbox and we treat our email-traffic confidentially.
- **Website analytics: Google Analytics**
To understand how the website is being used in order to improve the user experience. User data is all anonymous. For an overview of Google's Privacy Policy visit :
<https://policies.google.com/privacy>

Legal purposes – We reserve the right to use or disclose any information without notice or consent for the following purposes: as needed to satisfy any law, regulation or legal request; to conduct investigations of consumer complaints or possible breaches of law; to protect the integrity of Snail Mail Friends and our property; to protect the safety of our members or others; to fulfill your requests; or to cooperate in any legal investigation.

Aggregated information – from time to time, Snail Mail Friends may also share aggregated information about Snail Mail Friends members, such as by publishing a report on trends in the usage of Snail Mail Friends. Such aggregated information will not identify you personally.

4. Automated decision-making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. When using automated decision-making we will provide you with further information about the logic involved, as well as the significance and the envisaged consequences to you.

We are allowed to use automated decision-making in the following circumstances:

- **When you sign up for an event swap (postal mail exchange)**
You will be randomly partnered with a Snail Mail Friends member and your postal mailing address will be shared with that member. By joining the event you will have given consent to share your mailing address.
- **When you request a random swap (postal mail exchange)**
You will be randomly partnered with another Snail Mail member and your postal mailing address will be shared with the selected member. By requesting or accepting a random swap (postal mail exchange) request you will have given consent to share your postal details. You can opt-out of being selected for random swaps (postal mail exchanges) in your account.
- **When you request a one-way postcard**
You will randomly receive an address from another Snail Mail member and to whom you will send a postcard, but will not receive one in return. By enabling the one-way postcard feature in your account

you will have given consent to share your postal details. You can opt-out of being selected for one-way postcards in your account.

5. Do we transfer of personal data to third countries

As part of the services offered to you through Snail Mail Friends, the information which you provide to us may be transferred to countries outside the European Economic Area (EEA). These countries may not have similar data protection laws to The Netherlands. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of protecting your privacy rights as outlined in this policy.

6. How we protect your data

In Short: *We aim to protect your personal information through a system of organizational and technical security measures.* We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security, and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information,

In addition, we recommend that you do your part in protecting yourself from unauthorized access to your account by ensuring no one else uses your computer when you are logged in, by logging off from the site when it is not in use and by keeping your password confidential.

Please report any abuses of your account or any use without your permission to us as soon as possible and change your password immediately. We cannot see a members password. We cannot resend forgotten passwords either. We will only provide members with instructions on how to reset them.

7. Duration of Storage

In Short: *We keep your information for as long as necessary to fulfill the purposes outlined in this privacy notice unless otherwise required by law.*

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than the period of time in which users have an account with us.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

Any other information Snail Mail Friends holds that is no longer necessary for Snail Mail Friends to retain may be aggregated and any identifying features removed in order to provide statistical information that Snail Mail Friends can use to enhance its service.

8. Do we sell your information to others?

Snail Mail Friends does and will not sell your information. We may use your personal information for our own business purposes, such as for undertaking internal research for technological development and demonstration. This is not considered to be "selling" of your personal data.

9. Direct email marketing

We will only contact you by email if you actively consent to this, unless we believe there is a legitimate interest to contact you. By consenting to our emails or opting in to email communications, you grant us permission to use your email address to send you email marketing communication. At any stage you may choose to opt out of such communications by unsubscribing from the relevant communication.

10. What are your data protection rights?

In Short: *In some regions, such as the European Economic Area (EEA) and United Kingdom (UK), you have rights that allow you greater access to and control over your personal information. You may review, change, or terminate your account at any time.*

In some regions (like the EEA and UK), you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information.

If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note however that this will not affect the lawfulness of the processing before its withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent. If you are a resident in the EEA or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here:

https://ec.europa.eu/justice/dataprotection/bodies/authorities/index_en.htm.

If you are a resident in Switzerland, the contact details for the data protection authorities are available here: <https://www.edoeb.admin.ch/edoeb/en/home.html>.

If you have a complaint about how we handle your data, we would like to hear from you, but you also have the right to submit a complaint to the supervisory authority (the Data Protection Authority).

To exercise the rights mentioned above you may send us a written request, dated and signed, and containing a photocopy of a proof of identity. The request can be sent either :

- by email: info@snailmailfriends.com
- in writing to the following postal address: Snail Mail Friends, Wikkestraat 19, 2403EP Alphen aan den Rijn, The Netherlands.

When exercising your right, we request that you clearly state the right to which you wish to appeal and any processing operation(s) you oppose or which consent you wish to withdraw. Always be as specific as possible if you wish to exercise your rights. We will respond to your request within 30 days of receiving it. If your request is extensive or complex, the processing time may be extended by up to three months.

The request is free of charge, except when we consider the request to be manifestly unfounded or excessive. For any additional copy requested, we may also request payment of a reasonable fee based on administrative costs.

Account Information

If you would at any time like to review or change the information in your account or terminate your account, you can:

- Log in to your account settings and update your user account or e-mail Snail Mail Friends on info@snailmailfriends.com

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with applicable legal requirements.

Cookies and similar technologies: Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of Snail Mail Friends.

Opting out of email marketing: You can unsubscribe from our marketing email list at any time by clicking on the unsubscribe link in the emails that we send. You will then be removed from the marketing email list — however, we may still communicate with you, for example to send you service-related emails that are necessary for the administration and use of your account, to respond to service requests, or for other non-marketing purposes. To otherwise opt-out, you may:

- Access your account settings and update your preferences.

11. What are cookies?

Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies are widely used by website owners in order to make their websites work, or to work more efficiently, as well as to provide reporting information. They're completely safe and can't be used to run programs or deliver viruses to your device.

Cookies set by Snail Mail Friends are called "first party cookies". Cookies set by parties other than the website owner are called "third party cookies". Third party cookies enable third party features or functionality to be provided on or through the website (e.g. like advertising, interactive content and analytics). The parties that set these third party cookies can recognize your computer both when it visits the website in question and also when it visits certain other websites.

12. How do we use cookies?

We use first party and/or third party cookies on our website for various purposes such as:

- To facilitate the operation and functionality of our website;
- To improve your experience of our website and make navigating around them quicker and easier;
- To allow us to make a bespoke user experience for you and for us to understand what is useful or of interest to you;
- To analyze how our website is used and how best we can customize it;
- To identify future prospects and personalize marketing and sales interactions with it;
- To facilitate the tailoring of online advertising to your interests.

13. What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Essential Cookies**
We use essential cookies to make our platform work. These cookies are strictly necessary to enable core functionality such as security, network management, your cookie preferences and accessibility. Without them you wouldn't be able to use basic services. You may disable these by changing your browser settings, but this may affect how Snail Mail Friends functions.
- **Performance and Functionality Cookies**
These cookies are used to enhance the performance and functionality of our platform but are non-essential to their use. However, without these cookies, certain functionality like videos may become unavailable or you would be required to enter your login details every time you visit Snail Mail Friends as we would not be able to remember you had logged in previously.
- **Analytics and customization cookies**
These cookies collect information that is used to help us understand how our platform is being used or how effective our marketing campaigns are, or to help us customize our platform for you.
- **Third party cookies**
Some cookies that have been set on our website are not set on a first party basis by Snail Mail Friends and can be embedded with content from third parties to serve advertising. These third party service providers may set their own cookies on your web browser. Third party service providers control many of the performance and functionality, advertising, marketing and analytics cookies described above. We do not control the use of these third party cookies as cookies can only be accessed by the third party that originally set them.

In addition: it is also possible that cookies are placed via Snail Mail Friends by others, of which we are not always aware. Do you encounter unforeseen cookies on Snail Mail Friends that you cannot find in our overview? Please contact us by email: info@snailmailfriends.com You can also contact the third party directly and ask which cookies are placed, what the reason is, what the lifespan of the cookie is and how they have guaranteed your privacy.

14. How to manage your cookies

You can choose whether to accept cookies by changing the settings of your browser. Typically, by accessing the browser's help feature you can obtain information on how to prevent your browser from accepting all cookies or to notify you when a cookie is being sent. If you choose not to accept these cookies, your experience at our website and other websites may be diminished and some features may not work as intended.

15. Do not track

Some web browsers have a "Do Not Track" feature. This feature lets you tell websites you visit that you do not want to have your online activity tracked. These features are not yet uniform across browsers. Our sites are not currently set up to respond to those signals.

16. Privacy policies of other websites

The Snail Mail Friends website contains links to other websites. Links to third-party web sites or services that are not owned or controlled by Snail Mail Friends. Snail Mail Friends has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. Linked Sites may be subject to their own terms of use and privacy policies, and we encourage you to read them.

17. Do we collect information from minors?

In Short: *We do not knowingly collect data from or market to children under 18 years of age.*

We do not knowingly solicit data from or market to children under 18 years of age. By using Snail Mail Friends, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of Snail Mail Friends. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at info@snailmailfriends.com

18. Interactive Features

In short: *You, and not Snail Mail Friends, are entirely responsible for all content that you upload, post or email or otherwise transmit via Snail Mail Friends.*

We offer interactive features, such as blogs, Forum, etc. Please keep in mind that if you make any contributions to such features, be aware that these contributions may be viewed by others and that these contributions will be neither private nor confidential. We will correct or delete any information you have posted in these interactive features, if you request. Snail Mail Friends is not responsible for the personal information you choose to submit.

In addition: the language of Snail Mail friends is English and also in the interactive features, with exception of the Forum. On the Forum it is allowed to use English, German and Dutch. Post and other texts in the interactive features written in another language will be removed without notice.

19. Do we make updates to this notice?

In short: Yes, we will update this notice as necessary to stay compliant with relevant laws.

Due to changes in technology, legal requirements, and Snail Mail Friends, we may revise this Privacy Policy from time to time. We will notify you of changes by posting changes here, or by other appropriate means. We suggest that you bookmark this page so that you may check periodically to see if any changes have been made.

20. How to contact us

If you have any questions about Snail Mail Friends' privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us through the most convenient channel below:

You can always e-mail us at info@snailmailfriends.com. Please type "PRIVACY REQUEST" in the message line of your email. If you prefer, you can send paper mail to Snail Mail Friends, Wikkestraat 19, 2403EP Alphen aan den Rijn, The Netherlands. Be sure to write "Attention: Privacy" in the address.

21. About Us

The Snail Mail Friends online platform is owned and operated by Anita Brommer with the following address: Wikkestraat 19, 2403EP Alphen aan den Rijn, The Netherlands . You can contact us by email using info@snailmailfriends.com.

Contact person for privacy issues

Anita Brommer

T +31 (085) 060-0238

E info@snailmailfriends.com