

## Complaints procedure ExcellentLife B.V.

ExcellentLife B.V. strives to provide you with the best possible service as quickly as possible. If our services are not satisfactory, we would like to hear from you. A complaint can relate to our services, but also, for example, to our working method. Together we will look for a solution.

### Method

Make your complaint known via one of the channels below. We will send you a written confirmation of receipt within 3 working days after we have received your complaint. The responsible person will contact you within 7 working days to discuss the complaint by telephone or to invite you for a personal meeting. Afterwards you will always receive a written confirmation of the discussed complaint and the agreements made. ExcellentLife B.V. strives to handle your complaint within 30 working days.

### Submit a complaint

When you have a complaint, you can make this known in various ways:

1. By emailing your complaint to [klachten@ExcellentLife.nl](mailto:klachten@ExcellentLife.nl). The quality manager will take the complaint into consideration;
2. By calling our general number: 077-7201973. The complaint will be discussed with you by telephone and forwarded internally to the quality manager.
3. By addressing your complaint in writing to ExcellentLife B.V. , Kerkstraat 47, 5981 CE **Panningen. attn. the Quality Manager.**

### Complaints about personal data

If you have a complaint about the use of your Personal Data by ExcellentLife B.V. For example, because you think that ExcellentLife B.V. does not handle your Personal Data with care, or because you have requested access or rectification of your Personal Data, but you are not satisfied with our response. Send your complaint to [klachten@ExcellentLife.nl](mailto:klachten@ExcellentLife.nl).

The following procedure applies to a complaint regarding personal data:

- Complaints regarding personal data are handled as quickly as possible, but at the latest within one month;
- ExcellentLife B.V. is obliged to ask the Data Protection Officer (DPO) for advice in the event of a (privacy-related) complaint;
- If the complaint cannot be resolved to the satisfaction of the Data Subject by ExcellentLife B.V, the Data Subject can submit a complaint to the Dutch Data Protection Authority;
- The person concerned also has the option to enforce his or her request with the court.

You can submit your complaints to the Dutch Data Protection Authority via the website

<http://www.autoriteitpersoonsgegevens.nl/>