



Privacy & Cookie Policy – GreenOnline B.V.

Version 1.5 – 14 May 2025

1. Who we are

GreenOnline B.V. is located at Tommaso Albinonistraat 7, 1083 HM Amsterdam, and is registered with the Dutch Chamber of Commerce under number 34202424. We operate several websites, including opzeggen.nl, opzeggen.be, and moneytoring.com.

2. What personal data we process

We only collect and process personal data that is necessary to cancel your subscription or contract on your behalf. This may include your name, address, email address, and in some cases, a copy of your ID – but only if the receiving organisation requires it. If you provide an ID, you should obscure your photo and citizen service number (BSN), and clearly state the purpose of the copy (e.g. “for contract cancellation”).

3. Why we process your data

We process your data for the following purposes:

- to submit your cancellation request to the relevant organisation;
- to keep you informed about the status of your cancellation;
- to improve our services (only using anonymised or aggregated data);
- to send you service-related emails. Promotional updates or tips are sent only if you have explicitly opted in.

4. How long we keep your data

Your data will only be stored as long as needed to provide our service or to comply with legal obligations. Once it is no longer required, your data will be deleted or anonymised.

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Phone +31 20 261 7021 | VAT Number NL8129.38.124.B01 | Registered at Chamber of Commerce 34202424



5. Who we share your data with

We only share your data with trusted partners who support us in providing our services, including:

- Sinch & Mandrill – for sending email notifications;
- AWS & LICO – for hosting and data storage;
- Mollie – for processing payments;
- GoCancel – for handling cancellation deliveries;
- Sniptech & Zendesk – for customer service and support;
- Google – for internal tools and analytics.

These parties act as data processors under our instruction and either operate within the European Union or apply appropriate safeguards in line with EU regulations.

6. How we protect your data

We take data protection seriously. To secure your personal data, we use:

- access controls and logging;
- encryption of data;
- pseudonymisation where appropriate;
- measures to prevent unauthorised copying or modification.

7. Your rights

You have the right to access, correct, delete, or transfer your personal data. You can also withdraw your consent at any time. To exercise your rights, please email us at privacy@greenonline.nl. We will respond within one month. If you're not satisfied, you can also contact the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) at autoriteitpersoonsgegevens.nl.

In some cases, we may be unable to fulfil your request immediately—for example, if we are legally required to retain your data.



8. Cookies

Our websites use cookies to function properly and to help us understand how visitors use our site. We use:

Functional and analytical cookies (always enabled): to ensure usability and monitor website performance;

Tracking cookies (optional): for advertising purposes. These will only be placed with your consent;

Session and persistent cookies: session cookies are deleted when you close your browser, while persistent cookies remain active for longer.

We may collect IP addresses via cookies, but this data is processed in a way that does not identify you personally.

You can adjust your cookie preferences at any time via your browser settings:

- [Chrome](#)
- [Firefox](#)
- [Safari](#)
- [Edge](#)

9. Questions?

If you have any questions or concerns about how we handle your data, feel free to contact us at privacy@greenonline.nl. You may also reach out to the Dutch Data Protection Authority at autoriteitpersoonsgegevens.nl.