Beloved *stones*

Privacy Statement Beloved *stones*

Version: 24 September 2026

ABOUT THE SOURCE READING VERSION

The Dutch text was reproduced verbatim and automatically from the source file as published online at the time. The wording was not changed; only formatting was added.

The section numbers are taken from the text itself. The paragraph numbers (1.1, 1.2, ...) were added to allow references to individual paragraphs; they do not form part of the legal text.

1. Who are we?

1.1 Beloved *stones* offers a digital memorial service that allows memories of a deceased loved one to be recorded and viewed through a memorial page linked to a Beloved *stone*.

1.2 Moment of goodbye, trading as Beloved *stones*

1.3 Address: Rogstraat 47, 5361 GP Grave, the Netherlands

1.4 Dutch Chamber of Commerce registration number: 90509323

1.5 Email address: info@belovedstones.nl

1.6 Beloved *stones* is the controller for the personal data processed through the memorial service.

2. What personal data do we process?

2.1 We may process the following personal data:

2.2 For the account and subscription:

- Account details
- Name (first and last name)
- Email address
- Telephone number
- Address details
- Customer and subscription details
- Invoice details
- Subscription information

2.3 Information on the memorial page:

- Name
- Memorial details
- Photographs
- Videos
- Music
- Quotes
- Personal memories
- Visitor messages

2.4 Our hosting provider processes standard technical log files, including IP addresses, to ensure the security and proper functioning of the service. This applies only to visits to our website. For use of the service, Beloved *stones* itself does not record IP addresses or browser or device data, and does not use cookies, analytics or trackers within the memorial service.

2.5 Memorial pages may contain content that indirectly reveals sensitive information, such as religious or philosophical beliefs. Beloved *stones* does not inspect the content of memorial pages and does not categorise such data separately. The user is responsible for posting this content.

3. Why do we process this data?

3.1 We process personal data for:

- creating and managing accounts;
- providing memorial pages;
- managing subscriptions and payments;
- customer service and support;
- securing our systems;
- complying with legal obligations.

4. On what legal bases do we process personal data?

4.1 We process personal data on the following bases:

- performance of the agreement;
- our legitimate interest in providing a secure and reliable memorial service;
- legal obligations;
- consent.

5. Who can view the memorial page?

5.1 Memorial pages are not intended to be made generally public through search engines.

5.2 Access is normally obtained through the unique link or chip associated with a Beloved *stone*.

6. With whom do we share personal data?

6.1 We do not sell personal data.

6.2 We may share personal data with service providers that support us in providing the memorial service:

- hosting, storage and login details: Google Firebase (European Economic Area, region europe-west4);
- video storage and delivery: Cloudflare R2;
- email: Resend (United States, on the basis of Standard Contractual Clauses);
- payments: Stripe;
- shipping and shipping labels: Sendcloud and the carrier delivering the parcel;
- bookkeeping and invoices: Exact Online (the Netherlands);
- domain and DNS: Hostnet (the Netherlands).

6.3 An up-to-date list of our processors is available on request at info@belovedstones.nl.

7. How long do we retain personal data?

7.1 Account details: for as long as your account is active.

7.2 Memorial pages: for as long as the subscription is active. When a subscription ends, the memorial page may be retained in dormant status for up to 3 years. After that, the memorial page is deleted.

7.3 If the owner deletes a memorial page, the photographs, videos, audio recordings, texts and visitor messages are erased immediately and permanently. The memorial page itself continues to exist so that the stones already distributed continue to work; visitors will then see an empty page without any information about the deceased. We retain unpaid order attempts for 30 days, after which they are deleted.

7.4 Administrative records: to the extent required by law, for example for tax purposes, for a maximum of 7 years.

8. Photographs of living individuals

8.1 Memorial pages may contain photographs or videos in which individuals are visible.

8.2 If you are identifiable in a photograph or video and object to its publication, you may contact Beloved *stones*. We assess such requests carefully and balance privacy interests against the commemorative purpose of the memorial page.

9. Your rights

9.1 You have the right to:

1. request access to your personal data;
2. have your personal data corrected;
3. have your personal data erased;
4. object to processing;
5. restrict processing;
6. have your data transferred where required by the GDPR.

9.2 You can contact us for this purpose at:

9.3 info@belovedstones.nl

9.4 We normally respond within one month.

10. Security

10.1 We take appropriate technical and organisational measures to protect personal data against loss, misuse and unauthorised access.

10.2 Employees of Beloved *stones* may have access to data on a memorial page for the purposes of customer service, support and handling reports. This access is restricted to employees with a designated role, takes place solely for those purposes and is recorded in a log that cannot subsequently be altered.

11. Contact and complaints

11.1 Do you have any questions about privacy, or would you like to exercise your rights?

11.2 Please contact us at: info@belovedstones.nl

11.3 You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).