



REVIEWPOLICY Manja Op den Camp

Who can write reviews?

Friends, acquaintances, family and those who are otherwise personally or professionally linked to me, should not write reviews.

How do I collect reviews?

I collect reviews via Trustpilot, Google and email

Do I publish reviews with personal or privacy-sensitive information?

I do not publish reviews with personal data or privacy-sensitive information.

How do I ensure that reviews are genuinely from clients?

Fortunately, fake reviews are not possible on my website. I do work with a closed-loop system. This means that people cannot just leave a review on the website; I only ask for reviews (via email) from people who have actually been my clients.

Fake reviews on platforms like Google and TrustPilot cannot be completely ruled out, but I always report them to the respective platform. I also will respond to the respective review.

How long does it take for a review to become visible?

I do read all reviews, and I gladly place positive reviews on my website. Sometimes I already have enough reviews; I only publish them when we think it is appropriate.

Are all reviews displayed on the website, or are some reviews excluded?

- If there is abuse of the review system, the review will not be published. This way, only truthful reviews are displayed, providing an honest picture of my services/products.
- If the review is not about the product/service,
If the review is written in a different language than Dutch or English;
- If the review contains incorrect information that is no longer relevant;
- If the review is solely or largely about the service, delivery, or price;
- If the review refers to a competitor;
- If the review contains a URL.

What about negative reviews?

If I do not recognize myself and/or my product in a review, I can always decide not to publish a review, but generally negative reviews will be displayed after modification/after consultation.

Where are the reviews displayed?

I only display reviews on my website or platform TrustPilot (or Google)

Are my customers paid to leave a review?

I do not display reviews on my website that were written in exchange for compensation, sponsorship, discounts, or any other reward.

In a contest, I do ask the winners to write a genuine review, just like they are normal customers, as it is a written part of my standard aftercare documents.

Modifications

My company is dynamic, and my operations can be adjusted at any time. This also applies to my review policy. This version is from 20-01-2025 and if there are changes in how I collect, post, or edit reviews, I will always publish the latest version on the relevant pages of the website.