

Privacy Statement Serenco Nederland BV

This is the Privacy Statement of Serenco Nederland BV. To be able to serve you well and to do our work as efficiently and effectively possible, Serenco Nederland BV processes your personal data.

Serenco Nederland BV considers a careful handling of your personal data of great importance. Your personal data will therefore be processed and safeguarded carefully by us. You may rely on it that your data are safe with Serenco Nederland BV and that we adhere to the applicable statutory rules.

Why does Serenco Nederland BV have a Privacy Statement?

In this Privacy Statement we have laid down for you how we handle your personal data. In this Privacy Statement you can read which of your personal data we process, for what purposes, who may inspect your data, how we store your data, to whom we forward your data, and what influence you may exercise on that yourself. Your interests take precedence with us!

What are personal data?

Personal data are all the data that may be traced back to a natural person and that is you. In the case of personal data you may consider: your name, address, date of birth, telephone number, email address and biometric data. We obtain data of this kind from you when, for instance, you complete a form, send a letter or email, or a phone us. Also when you visit the website of Serenco Nederland BV you will sometimes provide us with personal data. For instance in the shape of an IP address or a cookie.

At the time that your personal data are shared by you or by a third party with Serenco Nederland BV we process them. The meaning of the term processing is wide and comprises among other things: collecting, storing, consulting, removing and using data and supplying them to third parties.

To what does this Privacy Statement apply?

This Privacy Statement applies to all your personal data that Serenco Nederland BV processes (in a complete or partially automated manner) within the framework of its services.

Whose personal data does Serenco Nederland BV process?

We can process personal data of all the persons with whom we are in contact, or who visit the website of Serenco Nederland BV. They include customers of Serenco Nederland BV. We also process personal data of contact persons of business customers, suppliers or business partners of Serenco Nederland BV.

Who is responsible for the processing of your personal data?

The party responsible for processing your personal data is Serenco Nederland BV, established in Maarsenbroek. The responsible party is the party that decides in a formal-legal manner whether and, if so, which personal data are processed, for what purpose that is done and in what manner.

What does Serenco Nederland BV use your personal data for?

Serenco Nederland BV may only process personal data of yours if we have a statutory ground for that. The statutory grounds for processing your personal data are:

- your permission;
- the processing of your data is necessary for the performance of an agreement;
- the processing of your data is necessary to fulfil a statutory obligation;
- the processing of your data is necessary to combat serious danger to your health; and
- the processing of your data is necessary in view of the interests of Serenco Nederland BV when your interests do not prevail.

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Serenco Nederland BV processes your personal data for the benefit of an efficient and effective conduct of business, in particular within the framework of having contacts with customers, suppliers and persons concerned. Within that framework we process the following personal data:

- Name
- Email
- (telephone number, if any)

How does Serenco Nederland BV handle your personal data?

Carefully, safely and confidentially. That is how we handle your personal data. Serenco Nederland BV has drawn up a policy document for the purpose.

Supervision of the processing of personal data

The rules for processing your personal data have been laid down in the Personal Data Protection Act; since 25 May 2018 this concerns the General Data Protection Regulation. The Personal Data Authority (AP) supervises observance of this act.

If you believe that the provisions from this Privacy Statement are not or insufficiently observed by us, you are entitled to submit a complaint to the AP. The contact information of the AP is

Bezuidenhoutseweg 30
2594 AV The Hague
0900-2001201

Safe

To safeguard your privacy and the confidentiality of your data, Serenco Nederland BV takes the appropriate technical and organizational measures. We take safety measures to prevent abuse of and unauthorized access to personal data.

Apart from protecting the systems we do not want everyone within Serenco Nederland BV to have access to your data. The systems in which customer data are stored, are therefore only accessible to a select group of employees for whom it is necessary for the performance of their work that they have access.

Reporting incidents

If unexpectedly it should appear that something did not go well with the protection of your personal data or we suspect that this may be the case, we shall report this to the AP. If the infringement of your personal data may possibly have unfavourable or detrimental consequences for you, we shall let you know this as soon as possible.

Confidential

We presume that your data are always of a confidential nature. Every employee of Serenco Nederland BV is therefore obliged to observe secrecy. This also applies to third parties who have been hired by Serenco Nederland BV or otherwise appointed to perform work. Persons who are entrusted with performing technical work on our systems are also obliged to observe secrecy. In short everyone who has access to your data is charged with an obligation of secrecy.

How long do we keep your data?

Serenco Nederland BV does not keep your data longer than necessary for the purposes for which your data are processed and longer than is permitted by law. How long certain data are kept depends on the nature of the data and the purposes for which they are processed. The periods of storage may therefore differ according to purpose.

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Supplying to third parties

We explicitly do not supply your personal data to third parties, unless that is necessary within the framework of the performance of the agreement, if this is required by law or if you have given us permission to do so.

Serenco Nederland BV may also be obliged to supply personal data on the basis of legislation or regulations, on the basis of a judgment of a competent court, or in the event of fraud or abuse. If that is the case, Serenco Nederland BV will render its cooperation.

Forwarding your data to countries outside the European Union

Serenco Nederland BV will not forward your data to a business or establishment in a country outside the European Union, unless a model agreement has been concluded for the purpose or when you have signed a statement in which you give permission for the forwarding.

Personal contact with Serenco Nederland BV

Many contacts between you and Serenco Nederland BV are made by telephone, via forms, email or social media. Personal data that you convey on those occasions are recorded by us if that is necessary for rendering our services.

Contact in different ways

Increasingly customers contact Serenco Nederland BV via email, social media (Facebook, Twitter) or via (e.g.) www.serenco.nl. Sms and chatting are also used. Naturally a lot of information is still exchanged via letters and forms. The initiative to make contact may originate with you but also with Serenco Nederland BV. The personal data that you pass on to us on those occasions may be processed by Serenco Nederland BV. For instance to answer your questions, to make offers or to improve the quality of our services.

Phoning Serenco Nederland BV

If you phone us or we phone you, we may record the telephone conversation. We do this to be able to train, coach and assess our employees and to optimize the quality of our services, so that we may serve you better.

A visit to the website of Serenco Nederland BV

When you visit our website, we register your IP address, visiting data and cookies. You can read below what we use these data for.

What do we do with your IP address?

Everyone who uses the Internet has an IP address. Also when you browse the Internet with your mobile telephone. You cannot use the Internet without an IP address. Serenco Nederland BV keeps track of IP addresses to be able to protect you from Internet fraud.

What do we do with your visiting data?

General visiting data are recorded on the websites of Serenco Nederland BV, such as most pages visited. With this information we can optimize the layout of our website even further. These data may also be used to be able to put more specific information on the website. In that way we can improve our services. We also register how visitors click through the website of Serenco Nederland BV. These data are only stored and processed internally. They are used for statistical analyses of visitor behaviour, to combat fraud and to be able to make personal offers.

What do we do with cookies?

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On our website we use cookies. A cookie is a simple small file that is sent along with pages of this website and are stored by your browser on the hard disk of your computer.

With your permission we place “tracking cookies” on your computer. We use these cookies to monitor which pages you visit, to build up a profile of your online behaviour in that way. This profile is not linked to your name, address, email address and the like but only to attune advertisements to your profile so that they are relevant for you as much as possible.

Via our website a cookie of the American company Google is placed, as part of the “Analytics” service. We use this service to monitor and receive reports about the way visitors use the website. Google may supply this information to third parties if Google is required to do so by law or in so far as third parties process the information on behalf of Google. We have no influence on this. The information that we pass on to Google is anonymized as much as possible. Your IP address is explicitly not passed along. The information is transferred to and stored by Google on servers in the United States.

What are your rights?

When Serenco Nederland BV processes your personal data, you have certain rights according to current regulations. Your rights will be explained below.

We shall inform you if we process personal data of yours

Before processing your data Serenco Nederland BV will supply information to you concerning our identity, about the purposes for which and the manner in which we process your data, about the rules that apply thereto, about the rights that you have and how you may influence that.

This supply of information may be omitted if you are already aware of the processing of your data or if the communication to you is impossible or requires a disproportionate effort from us.

Inspection of your data

Are you a customer of Serenco Nederland BV and do you want to see which personal data are known to us? Then you may exercise your "Right of Inspection". We do request you to indicate specifically which personal data you should like to receive.

Right to rectification

You are entitled to rectify your data if your data are incorrect or incomplete. You are also entitled to rectify the data if the data are not relevant to the purpose for which we process them, or if your data have been processed by us contrary to a statutory regulation.

We shall communicate any rectification to the third party/parties that has/have received your data from us, unless this is impossible or requires a disproportionate effort from us.

Right to removal of data

In addition you are entitled to have particular data removed. For instance when your data are no longer necessary for the purposes for which we received them, you object to the processing or if your data have been processed wrongfully by us. We cannot, however, always remove all data requested because we are (possibly) obliged to keep some of your data.

Right to limitation of the processing

You are also entitled to limitation of the processing of your data. The right to limitation means that we must not process and must not alter your personal data (temporarily). This happens if you contest the correctness of

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the data, if you believe that the personal data are no longer necessary for the purposes or if you believe that the processing of your personal data by Serenco Nederland BV is wrongful.

Right of objection

You may object to processing of your personal data by Serenco Nederland BV if your personal data are used for other purposes than necessary for the performance of an agreement or necessary for the fulfilment of a statutory obligation. For instance if you do not want us to use your personal data to make personal offers to you.

Right to data portability

If you have supplied your personal data to us yourself, you will be entitled to data transferability in certain cases. This entails that we shall supply your data to you in a structured, current and machine-legible manner, when you ask us to do so.

How can you exercise your rights?

If you want to exercise your rights, you may always contact us via the contact information below or by sending a letter to us, provided with your name, address and telephone number. A stamp is not necessary. We shall react to your request within one month.

We shall ask you to prove your identity, on the basis of a valid proof of identity. In that way we can check whether we are supplying the personal data to the right person.

Extravagant requests in connection with the supply of information may be rejected by us. It will be a question of extravagant requests if for instance you approach us with requests for information more frequently than on average and necessary.

Setting click behavior

If you do not want Serenco Nederland BV to use your click behaviour to collect general visiting data, you may set this via the link below.

About this privacy statement

Serenco Nederland BV may modify this Privacy Statement. The latest amendment was made on 1 January 2017. You can always find the latest version on Serenco Nederland BV.nl.

Do you have any questions or remarks about our Privacy Statement? Please feel free to contact us:

Serenco Nederland BV
Maarsenbroek