

Privacy conditions Compressor Service Techniek (part of the Voskamp groep)

Introduction

These are the privacy conditions that apply to the processing of personal data by Voskamp Groep B.V. and other companies active within the Voskamp Group such as Compressor Service Techniek (hereinafter jointly: "we").

Personal data

Personal data is all data about an identified or identifiable natural person. This includes, for example, the names and contact details of representatives of a customer (an existing or potential customer in the form of a company or government organization), but also information such as IP addresses, which links a user of the website has clicked on, and how long a user has been on a particular page of the website.

Special legal requirements are attached to the processing of personal data. When we process personal data of users or customers, we comply with applicable laws and regulations, including the General Data Protection Regulation (hereinafter: "GDPR")

Security measures

In accordance with the obligations under the GDPR, we make an effort to maintain an adequate level of security in the processing of personal data, which, given the state of the art, is sufficient to prevent unauthorized access, modification, disclosure or loss of personal data.

Multiple goals, different roles

We process personal data for different purposes and fulfill different roles. These roles are mentioned in the GDPR, namely controller and processor. The controller is the person who determines the purpose and means for the processing of personal data. A large number of legal obligations apply to this. The processor only processes the personal data on behalf of another. Legal obligations also apply, but there are fewer. The reason for this is that in the latter role the use of the personal data is largely determined by the controller.

Below we indicate for the different types of services which role Voskamp Group fulfills, for what purposes personal data are used and how long personal data is stored.

Business operations and marketing

We need personal data in order to provide services and to reach (future) customers. We are the controller within the meaning of the GDPR for the use of this personal data.

Purposes of the processing

We process personal data of persons with whom we come into contact and to whom we provide services. We need this personal data in order to be able to properly deliver our services and to inform (future) customers. We process information for the following purposes:

For the execution of the agreement:

- providing products and services, including the needs and wishes of the customer to adjust a service;

To comply with a legal obligation:

- in the context of compliance with laws and regulations, for dealing with disputes and having audits carried out, including financial ones;

Because we have a legitimate interest in this:

- the conclusion of the agreement;
- conducting market research and compiling management information for product and service development, as well as determining strategy;
- providing information, including, for example, sending a newsletter, user information, service message or other electronic message;
- making an offer specifically, for example by e-mail or telephone;
- to offer the customer the opportunity to share information on a website;
- analyze, maintain, optimize and secure the use of a website, including the associated technology, also to prevent abuse and fraud;
- the exchange of personal data between the various companies active within the Voskamp Group. In this way, the personal data can, for example, be combined with other data collected in the context of the use of our products or services (and / or products or services of other group companies). Based on this information, we can draw up a company customer profile, so that we can better serve a customer and tailor our products and services even better to wishes and needs;
- based on downloaded content, we offer more relevant content to our customers and those interested in our services, by email. These persons can also be approached by the sales department to inform them more extensively about our services.

Based on permission:

- sending a newsletter;
- after acceptance of tracking cookies, we use so that the website visitor does not have to leave the same data repeatedly when downloading content. Based on the stored data, only additional information is requested. This data is used for sending commercial content.

Sharing and provision of personal data

In special circumstances, we make personal data of users or customers available to third parties without permission, for example in case of a lawful request from a competent authority.

To the extent necessary, we also make personal data available without permission in the context of detecting or preventing damage or fraud and in order to guarantee the security and continuity of our network and our services.

In the performance of our work and marketing activities, we can engage third parties who provide services on our behalf. These parties will be bound by privacy conditions that are laid down in a processor agreement.

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Personal data

In order to achieve these goals, we need the following personal data, among others:

- name and contact details of customer representatives. Contact details are mainly the business e-mail address and telephone number of the contact person;
- information that the customer's representative shares in connection with the preparation or performance of an agreement;
- information collected in connection with the use of the website, such as IP addresses and click behavior.

Retention period

In principle, we keep this personal data for as long as is reasonably necessary for the aforementioned purposes and to comply with legal and tax retention obligations.

Cookies

We place cookies when users use our websites. For more information about the processing of information collected by cookies, see our cookie statement.

Data Subject Rights

After a request for access to personal data, data may prove to be incorrect or incomplete. Incorrect or incomplete data can be corrected or supplemented by contacting us in the following ways. You as a user or customer can also request us to delete data. We will comply with a request for the erasure of data if there is no legal obligation or other valid reason, which requires us to keep the data.

Objections to the processing of personal data within the group companies of Voskamp Groep can also always be addressed to Voskamp Groep.

Requests to make use of these rights can be registered via privacy@voskampgroep.nl or by mail to Voskamp Groep B.V. Attn: Marketing Department, PO Box 711, 7600 AS Almelo 'personal data'.

Security

We have taken appropriate technical and organizational measures to protect your personal data against unlawful processing, for example we have taken the following measures;

- All persons who can access your data on our behalf are bound to secrecy.
- We have a username and password policy on all our systems;
- We pseudonymise and encrypt personal data if there is reason to do so;
- We make backups of the personal data in order to be able to restore them in the event of physical or technical incidents;
- We regularly test and evaluate our measures;

Our employees have been informed about the importance of protecting personal data.

Data breach protocol

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We take measures related to the prevention of data leaks. This includes digital and analog security measures on our infrastructure, careful selection of processors, contractual agreements and continuous training of employees.

In addition, there are also procedures available for the steps to be taken in the event of a data breach. This ensures that action can be taken quickly and effectively to minimize damage. The top priority after discovering a data breach is to close the breach.

If we are a controller and we are legally obliged to do so, we will report this to the Dutch Data Protection Authority, unless it is unlikely that the personal data breach is likely to pose a risk to data subjects. If we are the controller and the data breach is likely to pose a high risk to the privacy of the data subjects, we will also inform the data subjects. No notification is required if:

- the personal data has been made incomprehensible to unauthorized persons, for example because encryption has been applied;
- we have taken safeguards that prevent the high risk of the data breach from occurring;
- reporting to those involved requires a disproportionate effort. In that case, Voskamp Groep will make a public announcement or similar effective report of the data breach.

If we are a processor, we will inform the Customer about the data breach so that the Customer can comply with the legal obligations. In principle, we inform the Customer by e-mail.

Contact

If you have any questions about these Privacy Conditions or the processing of personal data by (parts of) Voskamp Group, please contact privacy@voskampgroep.nl. We are also available by post: Voskamp Groep B.V., for the attention of the Marketing department, PO Box 711, 7600 AS Almelo, stating: 'personal data'. These contact details also apply to requests to exercise the rights of data subjects.

Other

We reserve the right to change these Privacy Terms. The current version of these Privacy conditions is always easy to consult via the Website. We therefore advise you to regularly check this page to see if any changes have been made.

These Privacy Terms were last modified on May 18, 2018.