

PRIVACY STATEMENT DUTCH QUARANTINE & VETERINARY SERVICES BV

Privacy statement

Dutch Quarantine & Veterinary Services B.V. (hereinafter: DQVS), respects your privacy and understands that you find it important that your privacy is not violated. We therefore do everything in our power to treat and process the data you provide us with confidentially. Our starting point is to treat and process as little of your data as possible; all in the interest of your privacy.

The provisions of this privacy statement apply to what takes place on our website (<http://www.dqvs.org>), if you contact us via the website using the contact form or email, and/or if you, as a client, enter into a relationship with us.

We advise you to read this statement carefully so that you know exactly what we are doing to protect your privacy. Should you still have any questions after reading this privacy statement, we would be pleased to hear from you via info@dqvs.org, or call us on +31 (0) 635 111 023.

Reference

If you have concluded a contract for services with us, it will refer you to this privacy statement on our website. Also, this privacy statement can be viewed on our website at any time.

Main points

With respect to our website, you can expect from us that:

1. We do not monitor visitors to our website. That is to say; we only keep track of how many visitors our website attract.
2. We do not check and/or process your IP address.
3. We do not check and/or process from where you visit our website.
4. We do not use cookies on our website.

Contact moments

If you contact us by email and/or via the contact form on our website, we will treat this information confidentially. While we will register your email address, name and possibly telephone number, these will only be used for the purpose for which you contact us. That is to say, we must be able to reach you in order to answer your question. If we have answered your question, we will either delete the data or store it in the file if the contact moment leads to cooperation. In the event of cooperation, we will conclude an order confirmation/agreement with you, in which we again include provisions on how we handle your privacy data.

We will not use the data you provide to make unsolicited contact with you, nor will we send you an unsolicited newsletter or information about our company.

If cooperation is established between you and our company, we will only store your data to the extent and for the duration necessary for the execution of the contract for services.

If no cooperation is established, we will delete your data as soon as we discover that no cooperation results from the contact moment that you have had with us.

If you become a client of our company, we will retain your data until the client relationship with you ends. We will also delete your data at your request, with due observance of the statutory retention periods.

Data processed

DQVS may process your personal data because you have provided it by completing the contact form on our website or because you use the services of our company. By using our services, you consent to the processing of personal data by DQVS.

DQVS may process the following personal data:

- First name and surname
- Address particulars
- Telephone number
- Email address
- Date of birth
- Bank details
- Citizen service number (BSN)
- Credit card information

Legal bases for data processing

The personal data of clients are processed on the basis of the 'execution of a contract', namely: the contract of services concluded between the client and DQVS. If no contract of services has yet been concluded between the parties, but its conclusion is expected, the personal data of the (future) client will be processed on the basis of a 'legitimate interest'.

Data of (potential) future clients that complete the contact form on the website is processed on the basis of a 'legitimate interest'; after all, the personal data of these prospects are processed in order to (possibly) conclude an agreement between the parties.

Finally, personal data relating to invoices, among other things, are processed on the basis of a 'statutory obligation'.

Purpose of data processing

DQVS processes your personal data in the context of the execution of a contract of services concluded with you, which also includes contacting you by telephone or in writing (by email or post) in connection with this agreement. In the event that no agreement has yet been concluded, DQVS will process your personal data in order to enable the conclusion of such an agreement.

Personal data relating to invoicing are processed in order to facilitate invoicing and to comply with the statutory obligation regarding the retention period.

Retention period

DQVS will store your personal data no longer than strictly necessary to achieve the purposes for which your data is collected. This means that your personal data will be deleted immediately as soon as the client relationship with you comes to an end.

The personal data that are stored on the basis of a statutory obligation, such as the financial documents and invoices, are stored for the statutory retention period of 7 years.

Sharing with third parties

DQVS only provides your personal data to third parties if this is necessary for the execution of the agreement with you, or in order to comply with a statutory obligation. In order to be able to guarantee your privacy, DQVS has concluded processing agreements with all processors of personal data to whom these operations are outsourced by our company.

Accessing, correcting or deleting data

You have the right to access, correct or delete your personal data at any time. You can send a request for access, correction or deletion to info@dqvs.org . DQVS will respond to your request as soon as possible, and in any event within three weeks.

Lodging a complaint

If DQVS does not comply with the above, you have the right to lodge a complaint with the Dutch Data Protection Authority (AP).

Protection

Because we conduct a lot of electronic communication and store your data on our computers or in the cloud (only with reputable parties who offer an optimum level of security), the risk exists that your data could be accessed by third parties (hackers, for example). We do everything we can to minimise this risk, however. Our website, for example, has a so-called SSL certificate, meaning that the data is encrypted and cannot easily be accessed by third parties.

Additionally, we use virus scanners, ensure that the software we use is up to date and only work with software suppliers who offer a high level of security.

We have also paid specific attention in physical and organisational terms to the confidentiality of the information you provide to us.

Finally, we have made clear agreements with the parties with whom we work about your privacy.

If you suspect that your data is not secure, or that there are indications of misuse, or if you would like more information about the security of the personal data collected by us, please contact us via info@dqvs.org.

Contact details DQVS

Dutch Quarantine & Veterinary Services BV

Saffierlaan 16

2132 VZ Hoofddorp

Netherlands

+31 (0) 635 111 023

info@dqvs.org

Finally

We hope to have provided you with sufficient insight into our working methods and practices with regard to your privacy. We reserve the right to change this statement, so we advise you to read this page regularly.

Disclaimer

This disclaimer applies to the website of DQVS and all independent companies operating under the name of DQVS.

Although great care has been taken in developing this website, the texts on it and our emails, DQVS accepts no liability for the consequences of ambiguities, incompleteness or inaccuracies. All the texts on our website are exclusively intended for general use. The reader cannot use these texts or regard them as advice.

DQVS makes every effort not to spread viruses via this website or via its emails. If this does happen, however, DQVS accepts no liability for any damage resulting therefrom. It is your own responsibility to adequately protect your electronic devices against potential viruses.

The user of our website and the recipient of our emails may not reproduce, distribute or circulate the content, or make the content available to third parties, whether for consideration or not, without the explicit consent of DQVS.

The information contained in DQVS emails (including any attachments) is intended exclusively for the addressee(s). If you have received an email from us and are not the addressee, please inform us immediately and destroy this email and any attachments. Any publication, reproduction, distribution or other form of use of DQVS emails is prohibited. DQVS accepts no liability for viruses arising from the use of electronic means of communication and it is your responsibility to scan or otherwise check these means and any attachments thereto. Our general terms and conditions apply to our services. A copy of the general terms and conditions will be sent on request.