

Privacy Statement

Through the Proxy website, privacy-sensitive data or personal data is processed. Proxy considers careful handling of personal data to be of great importance. Therefore, we process personal data carefully and securely.

Your privacy is of great importance to Proxy Platform B.V.

During our processing, we adhere to the requirements set by privacy legislation. This means, among other things, that:

- We clearly state the purposes for which we process personal data. We do this through this privacy statement.
- We limit the collection of personal data to only the data necessary for legitimate purposes.
- We first ask for explicit consent to process your personal data in cases where your consent is required.
- We take appropriate security measures to protect your personal data and also require them from parties processing personal data on our behalf.
- We respect your right to provide, correct, or delete your personal data upon your request.

This means that your data is safe with us, and we handle it with care.

This privacy statement describes how we process the business and personal data of prospects, current and former customers of Proxy Platform B.V. If, after reading this privacy statement, you have any questions about how we process your personal data or the content of this privacy statement, you can contact us.

This privacy statement was last modified on November 22, 2019.

What is personal data?

If information is about someone directly, such as a name, or can be traced back to that person, as is the case with a phone number or the combination of a postal code and house number, that information is considered personal data.

Business data is not considered personal data. Therefore, this privacy statement does not apply to information about your business.

When is there a processing of personal data?

The term 'processing' refers to all actions that Proxy Platform B.V. can perform with personal data, such as collecting, recording, organizing, structuring, storing, updating, or modifying, retrieving, consulting, using, transmitting, distributing, making available, bringing together, shielding, deleting, and destroying personal data. This is a very broad concept.

What types of data do we process?

Proxy Platform B.V. may process the following business and/or personal data of you and your company:

- The business data of your company, as recorded in the Chamber of Commerce Trade Register;
- Financial data of your company, such as your VAT number and your bank account number;
- Contact details of your purchasers, your ICT contacts, and other contacts within your company (address, email address, phone number);
- Your location data for equipment that requires maintenance, along with your contact person;
- Our communication with you, such as chat messages via social media, contact with our Sales and Support department;
- If you fill out a contact form on one of our websites, the newsletters your company wishes to receive, and information about whether a newsletter has been opened and which link in an email has been clicked;
- Information collected when you visit one of our websites, such as your IP address, referring website, browsing behavior, cookies, and similar technologies;
- Information we receive from the provider of social media (e.g., Facebook and LinkedIn), depending on your social settings. For more information about the personal data we receive from a provider and how to change your settings, please refer to the website and/or privacy policy of the social network provider;
- Other information you share with us, such as interests and preferences, a response on social media, or participation in a customer survey;
- Your participation in events, inspiration sessions, and training.

How do we process your business and personal data?

We strive for optimal service, with the interests of our customers at the forefront. This is also the starting point for processing your business and personal data. In order to provide you with optimal service and to improve our services, it is necessary for us to process your business and personal data. We do this to fulfill the agreement we have entered into with your company, because we have a legitimate interest in our marketing activities, research, and analyses, to comply with legal obligations imposed on Proxy Platform B.V., or because you have given us permission for this.

We inform you in this chapter about how we process your business and personal data precisely.

Prospects

We work with purchased telemarketing lists containing data for which either your company or yourself has explicitly given consent. In this context, we may contact your company by phone to inquire whether your company is interested in the services of Proxy Platform B.V. Naturally, we only do business with reputable parties from whom we expect them to respect your preferences.

Customers

We need your business and personal data to ensure that we can perform our services optimally, such as delivering orders and providing maintenance.

Contact Information

When using our service, we obtain certain data from you. These may be personal data. We only store and use the personal data provided directly by you, within the context of the service requested by you, or where it is clear that they are provided to us for processing. We use the following data for the purposes mentioned in this privacy statement:

- Address details
- Telephone number
- Email address
- Company name

Newsletter

We offer a newsletter with which we want to inform interested parties and customers who have given their consent about our products and/or services. This data is stored until you cancel the subscription. Each newsletter contains a link to unsubscribe.

Contact Form

We offer the opportunity to ask questions, send quote requests, request demos, or download content materials through a contact form on the website, where you are asked to fill in various details to process your request. Only the company name and email address are mandatory, you choose which other data you provide. The data you send us will be kept for as long as necessary for the complete answering and handling of your question, based on the nature of the form or the content of your email.

Advertising

In addition to the information on our website, we may also inform you about our new products and services. We do this:

- By email
- Through social media.

You can object to this advertising at any time. You can block, unfollow us, or use the unsubscribe option.

Improving Service

We have a legitimate interest in processing your business and personal data for marketing activities and analyses, research, and reports to improve our services, inform and inspire our customers, improve our customer contacts, and improve the design and content of our websites and our online ordering platform.

Camera Security

We have a legitimate interest in using cameras to protect our property, visitors, and employees. The camera images are only used for these purposes. The camera images are kept in a safe and are only viewed for a legitimate purpose. The images are deleted after 4 weeks.

Third-party Websites

This privacy statement does not apply to third-party websites connected to our service through links. We cannot guarantee that these third parties handle your personal data in a reliable or secure manner. We recommend that you read the privacy statement of these websites before using them.

Automated Decision Making

Proxy Platform B.V. does not make decisions about matters that may have (significant) consequences for individuals based on automated processing. These are decisions made by computer programs or systems, without a human (such as an employee of Proxy Platform B.V.) being involved.

Publication

We do not publish your customer data.

Cookie Policy

Proxy Platform B.V. uses functional, analytical, and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet, or smartphone when you first visit this website. Proxy Platform B.V. uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work properly and to optimize it. In addition, we place cookies that track your browsing behavior so that we can offer customized content and advertisements. During your first visit to our website, we informed you about these cookies and asked for your consent to place them.

Managing Cookies in Your Browser

You can opt out of cookies by setting your internet browser so that it no longer stores cookies. You can also delete all information previously stored through your browser's settings. View the explanation 'Cookies, what are they and what do I do with them?' [here](#).

Piwik Pro Analytics

We use Piwik Pro Analytics to track how visitors use our service.

You can find a specification of all cookies, including the name, function, and retention period [here](#).

Compliance with Legal Obligations

We process your business and personal data for internal business purposes, such as maintaining records and complying with our legal and fiscal obligations.

Do we Share Your Personal Data with Third Parties?

We have a legitimate interest in sharing your business and personal data with one or more vendors, distributors, or suppliers if necessary for the performance of an agreement Proxy Platform B.V. has with your company. These third parties may only use the business and personal data provided to them by Proxy Platform B.V. for the purpose for which Proxy Platform B.V. provided the data to them. They are obliged to protect all business and personal data against unlawful use and loss and must take appropriate technical and organizational measures for this purpose.

Government Agencies

We may be required by law to share company or personal data or data about your company's purchases with public authorities or government organizations.

How Long Do We Keep Your Personal Data?

We keep your business and personal data for as long as necessary for the purposes described in this privacy statement or as required by law and regulations and to resolve disputes. After the retention period has expired, Proxy Service B.V. will delete or anonymize the business and personal data if we want to use the data for statistical research.

Prospect data is kept until the relationship indicates no longer wishing to be considered a prospect. In that case, we delete the data immediately. The deletion process may take several weeks, so it is possible that your company will still be contacted even after the data has been deleted.

The retention period for customer data is one year after the cessation of all activities unless the data needs to be retained for a fiscal retention period or is kept anonymized in order to remain available for analysis and research.

How Have We Secured Your Personal Data?

We take security measures to limit misuse of and unauthorized access to personal data.

Filing a Complaint?

Of course, we are happy to assist you further if you have complaints about the processing of personal data. Under privacy legislation, you also have the right to file a complaint with the Dutch Data Protection Authority.