

## **Privacy statement**

Rooskens Group respects your privacy and ensures that the personal information which you give us is handled confidentially. You can read below how we handle your personal data. We process your personal data in accordance with the General Data Protection Regulation (GDPR).

### **Processing of personal data**

Rooskens Group processes your personal data as a result of your making use of our services and/or because you yourself have supplied them to us. We process these data in the context of conducting the business relationship between us. In addition, we are required by laws and regulations to process certain personal data.

### **Purposes**

We process your personal data for the purpose of:

- Conducting our business relationship
  - o Invoicing: processing of payments;
  - o Communication: contact by email, telephone, website or portal for the purpose of providing our services;
  - o Information: providing information on changes, whether or not they relate to the Rooskens Group, which (may) concern you or your firm. Where appropriate, this information will be sent via (digital) newsletter;
  - o Access: logging in via a digital portal;
  - o Acquisition and marketing: such as newsletter, telephone, email
- Complying with various legal obligations.

We process the following (special) personal data of you or people within your firm:

Forename and surname

- Gender
- Telephone number
- Email address
- General contact details
- Bank account number
- Other personal data which you actively provide, for example by creating a profile on our carriers' portal, in correspondence and by telephone.
- Camera images.

### **Retention periods**

We do not retain personal data that we process for longer than is necessary for the purpose for which they were collected or is required under the law. Depending on the personal data, this is two to five years after termination of the business relationship.

### **Your rights**

You have the right to know what personal data we have collected on you, for example because you want to check, correct, add to or block them. If you wish, you may even have your personal data deleted, subject to the legal retention periods. You may inform the management of our office of your request in writing or via [info@rooskensgroup.com](mailto:info@rooskensgroup.com). We shall respond to your request within four weeks. In order to be sure that the request for access has been made by you, we ask you to send a copy of your identity document with the request. In this copy, you should black out your passport photograph, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN). This is to protect your privacy.

### **Sharing with third parties**

In order to be able to implement the agreement which we have with you, this may mean that we share data, including personal data, with third parties. In such a case, we shall inform you of this. If you do not give consent for this, we shall not proceed.

### **Security**

We use technical and organisational security measures to protect the data entrusted to us, in order to minimise the risk of loss, misuse, unauthorised access, disclosure and alteration. If you think that data has been misused, you can contact the management of our office or go via [info@rooskensgroup.com](mailto:info@rooskensgroup.com)

### **Rooskensgroup.com**

We store details of your visitor behaviour and information which your web browser sends, in order to establish how our website is used. You can find more information about this on our website and in our privacy policy (<https://www.rooskensgroup.com/wp-content/uploads/2018/06/Privacy-statement-EN-1.pdf>)

### **Newsletter**

When you sign up for the newsletter, you will regularly receive logistics news from us. You can always unsubscribe again via the newsletter.

### **Third-party services**

When you sign up for our newsletter, you will regularly receive logistics news from us. You can always unsubscribe again. We send newsletters via Mailchimp.com, the worldwide market leader in the field of email marketing software.

When you complete a contact form on the website, or send us an email, the data you send to us are stored for as long as is necessary to answer or deal with it in full, according to the nature of form or the content of your email.

### **If you have a complaint**

If you have a complaint relating to the processing of your personal data by us, we want to hear about that. For this purpose, you can contact us at any time via [info@rooskensgroup.com](mailto:info@rooskensgroup.com). If we cannot resolve the issue together, you may always contact the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Postbus 9337

2509 AJ The Hague

Telephone: 0900 200 1201

Email: [info@autoriteitpersoonsgegevens.nl](mailto:info@autoriteitpersoonsgegevens.nl)

Internet: [autoriteitpersoonsgegevens.nl](http://autoriteitpersoonsgegevens.nl)

### **Amendment of this privacy statement**

We reserve the right to make changes to this statement. We shall inform you of these changes via the newsletter so that you are always kept up to date.

Buggenum, 23-05-2018