

Privacy Statement

Version: 15-08-2023

As a company, we have the legal obligation to place a privacy statement on our website. The purpose of this is to inform you about how we handle your data.

In order to best serve our customers and website visitors, we need certain personal data. For example, we need your data to follow up on quote requests and orders. We also need certain information, e.g., when you fill in a contact form.

We consider it important not to collect more personal data than strictly necessary, to handle this data carefully and not to share it or make it accessible to third parties (unless there is a valid reason for doing so).

What personal data we store and how it is used is stated below.

Article 1 - Definitions

In this privacy statement, the following definitions are used:

- a. Rob Snel:
 1. Rob Snel Technische Handelsonderneming, established at Industrieweg 39, 3361 HJ in Sliedrecht, registered with the Chamber of Commerce with CoC number 23050444;
 2. Rob Snel Metaal & Techniek, established at Industrieweg 41, 3361 HJ in Sliedrecht, registered with the Chamber of Commerce with CoC number 23030999;
- b. Personal data: all data that make it possible to identify a natural person;
- c. Website: the website www.robsnel.com, www.robsnel.co.uk, www.robsnel.de, www.robsnel.dk etcetera, which is managed by Rob Snel.

Article 2 - Personal data we process

Rob Snel processes your personal data because you use our services and/or because you provide us with this data yourself. Below you will find an overview of the personal data that we process:

- Name and surname
- Gender
- Address
- Telephone number
- E-mail address
- IP address
- Location details
- Data about your activities on our website
- Bank account number

Article 3 - For which purpose and on which basis we process personal data

Rob Snel processes your personal data for the following purposes:

1. to be able to call or e-mail you if this is necessary to perform our services;
2. to deliver goods and services to you;
3. to process your payment;
4. to inform you about changes to our services and products;
5. the downloading of our product catalogue;
6. to send you our newsletter (at the time of writing this, in 2022, we do not yet do this);
7. to analyse your behaviour on the website in order to improve the website and tailor the range of products and services to your preferences;
8. if there is a legal obligation, such as data that we need for our tax return.

We base the processing of personal data on the following 3 principles:

- the need to process data in order to execute a contract (no. 1, 2 and 3);
- consent of the person concerned (no. 5, 6 and 7);
- the need to process data because it is a legal obligation (no. 8);
- the need to process data in order to protect your legitimate interests (no. 4).

Article 4 - Automated decision-making

Rob Snel does not use systems for automated decision-making on matters that can have significant consequences for persons. This concerns decisions which are taken by computer programmes or systems, without a person (e.g. an employee of Rob Snel) being involved.

Article 5 - How long we keep personal data

Rob Snel will not keep your personal data longer than strictly necessary to realise the goals for which your data is collected. We are legally obliged to keep our administration for 7 years. The basic data from our accounting records, such as, for example, accounts receivable and payable, purchase and sales accounts and the general ledger, is always kept for 7 years. This data is kept digitally, as well as on paper.

Article 6 - Sharing personal data with third parties

Rob Snel does not sell your data to third parties and only provides it to third parties if this is necessary for the execution of our agreement with you or to comply with legal requirements. An example is the shipment of goods by a parcel service for which we must leave your name and address to ensure that the parcel service is able to deliver the goods to you.

Article 7 - Cookies, or comparable technology, which we use

Rob Snel makes use of cookies. A cookie is a small text file which will be stored in the browser of your computer, tablet or smartphone when you visit our website for the first time. The information in such a file can be sent back to our website when you visit it again.

During your first visit to our website, we have already informed you about these cookies and asked your permission to place them.

Types of cookies and their purpose:

Type of cookie	Purpose for which the cookie is placed
Functional cookie	Functional cookies are necessary for the proper functioning of the website. They remember, for example, your preferred settings, such as the language in which you want to read the website. They also remember which item you have placed in a shopping basket in a web shop.
Analytical cookie	Analytical cookies measure website traffic, which enables us to improve our website. Think of the number of visitors and the most visited web pages. One of the tools we use for this is Google Analytics.
Tracking cookie	Tracking cookies track visits to the website in order to build up a profile of website visitors. This makes it possible to optimise the website or to show you advertisements tailored to your needs (we are not doing this at the time of writing, in 2021).

You can opt out of cookies by configuring your internet browser so that it no longer stores cookies. You can also delete all information previously stored using your browser settings.

Please note that functional cookies are necessary for the proper functioning of the website. Removing functional cookies may have consequences for the correct functioning of the website.

Article 8 - Reviewing, modifying or deleting data

You have the right to inspect, correct or remove your personal data. You also have the right to withdraw your possible consent for the data processing or to object to the processing of your personal data by Rob Snel and you have the right to data portability. This means that you can request us to send the personal data we have in a computer file to you or another organisation nominated by you.

You can send a request for inspection, correction, deletion, data transfer or a request to withdraw your permission or to object to the processing of your personal data to info@robsnel.nl.

To make sure that the request for inspection was made by you, we ask you to send a copy of your proof of identity along with the request. In this copy, please make a black out of your passport photo, 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. We will respond to your request as soon as possible, but at the latest, within four weeks.

Article 9 - How we secure personal data

Rob Snel takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorised access, unwanted disclosure and unauthorised changes. If you have the impression that your data is not properly secured or there are indications of abuse, please contact us via info@robsnel.nl. Rob Snel has taken the following measures to secure your personal data:

- Security software, such as a virus scanner and firewall.
- TLS (formerly SSL) We send your data via a secured internet connection. You can see this on the 'https' address bar and the padlock in the address bar.
- DKIM, SPF and DMARC are three Internet standards that we use to prevent you from receiving emails in our name that contain viruses, are spam or are intended to obtain personal (login) data.
- DNSSEC is an extra security feature (in addition to DNS) for converting a domain name (#company_website) to the associated IP address (server name); it is provided with a digital signature. You can have this signature checked automatically. In this way, we prevent you from being redirected to a false IP address.

Article 10 - Data leak

According to the definition of the Authority for the Protection of Personal Data, a data leak is the access to or the destruction, change to or release of data, without the intention of the organisation.

If, despite all the security measures we have taken, there is a data leak, Rob Snel will report the data leak to the Personal Data Authority within 72 hours of its discovery.

In case of a data leak at Rob Snel with possible serious consequences for your privacy, we will inform you about this immediately.

Article 11 - Privacy policy of third parties

This privacy statement does not apply to websites of third parties that are connected to our website via links. Rob Snel does not accept any responsibility or liability with respect to the way these websites handle personal data. For more information about how third parties handle personal data, you should consult the privacy statement on their website.

Article 12 - Changes

Rob Snel reserves the right to unilaterally make changes to this privacy statement. You can find the current version of our privacy statement on the website of Rob Snel.

Article 13 - Complaints

You can file a complaint with the Dutch Data Protection Authority if you suspect that Rob Snel is not acting in accordance with this privacy statement and/or the applicable laws and regulations. We would appreciate it if you first contact us to give us the opportunity to explain and/or make adjustments.