

## PRIVACY POLICY OF TRANSCARGO BV ROERMOND

### Identity of company

Transcargo BV  
Registered with the Netherlands Chamber of Commerce under number 12046165

### Contact details

Our registered office is at Ada Byronweg 17, 6045 GM Roermond.  
We are available Mondays to Fridays between 8:00 AM and 5:00 PM on telephone number +31 (0)475 371212, or you can contact us by e-mail at: [planning@transcargo.nl](mailto:planning@transcargo.nl) or [sales@transcargo.nl](mailto:sales@transcargo.nl).  
We may have different opening times on public holidays. If so, we will advertise these on our website (blog) or on social media.

### Personal data

By ‘personal data’ we mean all data by which an individual person can be identified.

We have taken measures to collect as little personal data as possible.

### Measures at source

We believe in taking measures at source. For that reason, it is our policy to collect as little personal data as possible. If for the purposes of our business operations we do need to process personal data, then we do this only if such processing is authorized and if we are also able to take appropriate measures that respect the protection of this personal data having regard to its nature and scope.

### General

Transcargo takes the protection of your personal data very seriously. In this Privacy Policy, we provide you with crystal-clear information about how we handle your personal data.

We do everything possible to guarantee your privacy and we therefore handle your personal data with care. Transcargo complies at all times with the current laws and regulations, including the EU General Data Protection Regulation, which means that:

- We process your personal data in accordance with the purpose for which it was supplied. These purposes and types of personal data are described in this Privacy Policy;
- The processing of your personal data is restricted to the minimum amount of data required for the purposes for which it is being processed;
- We ask for your express consent if we need this for processing your personal data;
- We have taken appropriate technical and organizational measures to guarantee the security of your personal data;
- We do not transmit any personal data to other parties unless this is necessary for fulfilling the purposes for which it was supplied;
- We are fully aware of your rights concerning your personal data, and we will inform you of these rights and respect them.

Transcargo is responsible for the processing of your personal data. If you have any questions about our Privacy Policy or a more general question on this issue, please contact us in any of the ways set out at the end of the document.

### Google Analytics

We use Google Analytics to collate visitor data. This allows us to understand things about all the visitors to our website. This is a tool we use internally to see whether certain promotions are working and to identify the peak times, for example, for requesting quotations and making bookings.  
We have anonymized all the IP addresses that we have collated via Google Analytics. This means that we do not forward your complete IP address to Google Analytics. Furthermore, we cannot identify precisely where you are located.

### OPT-OUT FOR GOOGLE ANALYTICS

If you would prefer to entirely block the Analytics script, then you can download an opt-out plugin for Google Analytics here: <https://tools.google.com/dlpage/gaoptout>. By using this plugin, your visit is no longer included in the statistics of all websites used by Google Analytics.

## Statistics collated on server

No statistical data is kept on our server. In consultation with the hosting party, we rejected this facility. Our hosting party does, however, store the reduced IP addresses of our visitors. These IP addresses cannot be directly accessed via a website. Our hosting party has taken this step in the interests of security. In the event of a cyberattack, it is vital for our hosting party to be able to trace the ‘culprit’. This is not possible without an IP address.

## Collating data on website visits

We only use technical and functional cookies. We also use analytical cookies but only insofar as they do not breach your privacy. A cookie is a small data file that is stored on your computer, tablet, or smartphone the first time you visit this website. The cookies we use are necessary for the technical operation of the website and to facilitate ease of use. They ensure that the website works properly and they remember, for example, your preference settings. They also help us to optimize our website. If you want to find out more about our cookies, check here. You can reject cookies by setting up your internet browser in such a way that it no longer stores cookies. You can also delete all information previously stored by adjusting the settings of your browser.

## Processing personal data of customers or suppliers

The personal data of customers or suppliers is processed by Transcargo for one or more of the following purposes:

- Administrative purposes related to the business operations of Transcargo;
- Communications regarding contracts and/or offers;
- Performance of a contract.

This personal data is supplied on the basis of:

- The terms of the contract;
- The need to respond to requests or questions sent to Transcargo by contact form or e-mail.

Transcargo can ask you to supply the following personal data for any of the purposes listed above:

- First name;
- Surname prefix;
- Surname;
- Telephone number (personal and/or business);
- E-mail address (personal and/or business);
- Delivery address;
- Customer name.

Transcargo will store your personal data to carry out the above processes for the duration of the contract and only thereafter in its financial records for a maximum period of seven years.

## Processing personal data of prospects, stakeholder contacts, or other interested parties

Transcargo processes the personal data of prospects, stakeholders and interested parties for the purpose of:

- Providing information in the form of newsletters or targeted contacts.

This personal data is supplied on the basis of:

- Oral consent, supply of a business card, or LinkedIn link;

Transcargo can ask you to supply the following personal data for any of the purposes listed above:

- First name;
- Surname prefix;
- Surname;
- Telephone number;
- E-mail address.

Transcargo will store your personal data in order to carry out the above processes for the period of time in which the party in question continues to be regarded as a prospect, stakeholder contact, or interested party.

## Supply to third parties

We may forward the data that you supply to us to third parties if this is necessary for the purposes described above. For example, we use a third party:

- To carry out forwarding work as sub-contractors;
- To provide financial and other administrative services;
- To provide communications concerning the activities of Transcargo and to send invitations;
- To optimize the automation of Transcargo;
- To optimize the web-based quality management system.

We never pass personal data on to any other party unless we have entered into a processor contract with that party. Naturally, we agree terms with these parties and their staff that are necessary for guaranteeing the security of your personal data. Furthermore, we will not supply your data to any other parties unless it is required or permitted by law to do this. An example of this would be responding to a police request for personal data and other information in the context of an investigation. In such a case, we must cooperate and must forward this information. We may also share your personal data with third parties if you give us your written consent to do this.

## Within the EU

We do not forward personal data to any party not registered within the EU.

## Minors

We process the personal data of minors (children under the age of 16) by exception if permission is given for this by a parent, guardian, or other legal representative.

## Storage period

Transcargo does not store your personal data for any longer than is necessary for the purpose for which it has been supplied or as required by law.

## Security

We have taken appropriate technical and organizational measures to protect your personal data against unauthorized processing, including the following:

- All persons who could read your data on behalf of Transcargo are required to preserve its confidentiality;
- We apply a user name and password policy to all our systems;
- We pseudonymize and ensure the encryption of personal data if there is reason for doing so;
- We make back-ups of the personal data to be able to remedy any physical or technical incidents;
- We regularly test and evaluate our measures;
- We have instructed our staff on the importance of protecting personal data.

## Your rights with regard to your data

You have the right to access, rectify, or erase the personal data we have obtained from you. You may also object to the processing any or all of your personal data by us or any of our processors. You also have the right to require that we send you a copy of the data that you supplied to us, or to transfer this data directly to another party. We may ask you to prove your identity before we are able to comply with any such request.

If we are able to process your personal data on the basis of the consent you have given us, you are always entitled to withdraw this consent.

## Complaints

Should you have any complaint about the processing of your personal data then please contact us directly. If we are not able to find a solution together, this would naturally be very disappointing for us. You always have the right to file a complaint with the Dutch Data Protection Authority, which is the body responsible for supervising the protection of privacy of data.

## Questions

If you have any questions or comments regarding this Privacy Policy please contact us. You can telephone us on +31 (0)475 371212, or send us an e-mail at [administratie@transcargo.nl](mailto:administratie@transcargo.nl).