

Privacy Statement

GDPR Website Privacy Exertis Benelux B.V.

Exertis Benelux B.V. (hereinafter: Exertis Benelux) respects the privacy of all users of its websites and ensures that your personal data is handled carefully and confidentially. The purpose of this Privacy and Cookie Policy is to inform you about how Exertis Benelux complies with the General Data Protection Regulation (GDPR) and how Exertis Benelux uses your personal data. This applies to the websites www.exertis.nl and [quecom.nl](http://www.quecom.nl).

Personal Data

The personal data you provide to Exertis Benelux, for example when requesting information, logging in or registering, or ordering one of our products, will be recorded in the database of Exertis Benelux. This includes the following personal data:

- Name and address details
- Email address
- Phone number
- Order details

The following personal data is automatically collected when logging in:

1. Email address
2. IP address (location and connection data)

Purpose

Your personal data may be used by Exertis Benelux for the following purposes:

1. Administration;
2. Processing your order;
3. Providing information about products and services;
4. Communication and marketing;
5. Product and service development;
6. Website improvement;
7. Market research and statistical analysis;
8. Transport information;
9. Compliance with legal and regulatory obligations;
10. Fulfilling agreements with you (e.g., delivering the shipment).

Processing by and disclosure to third parties

Exertis Benelux may disclose your data to third parties involved in the execution of your order or the services of Exertis Benelux, including the carriers Exertis Benelux works with. Additionally, your data may be processed by third parties for market research or statistical analysis related to the services and website usage. Exertis Benelux will make agreements with these third parties to ensure the confidentiality of your personal data is respected. This is stipulated in a data processing agreement. We will not disclose your personal data to law enforcement, other government officials, or third parties without a court order or formal government request in accordance with applicable laws, unless Exertis Benelux believes in good faith that such disclosure is justified.

Security

We will take all reasonable organizational and technical security measures to protect your personal data and safeguard it against loss, misuse, or alteration. The data you provide when registering and ordering is transmitted over the network via a secure protocol. Exertis Benelux performs a daily virus check to ensure that our website remains as virus-free as possible.

Retention of your personal data

We do not retain your data longer than necessary for the purposes for which it was collected and processed. We also delete your data if it is found to be outdated or if the individual concerned requests deletion, see 'Access and correction.' Data linked to an account is stored until the account is deleted. The above retention periods do not apply if a legal exception exists, or if we need the data longer for our services or a dispute.

Access and correction

You have the right to request access to your personal data from Exertis Benelux. Exertis Benelux will provide an overview of all personal data processed within four weeks upon request. If your data is incorrect, Exertis Benelux will correct it upon request. You can also request the deletion or restriction of your personal data. For such requests or questions regarding this Privacy and Cookie Policy, you can contact Exertis Benelux via +31(0)735430775 or privacy@exertis.nl. A written request can be sent to: Exertis Benelux B.V. De Tweeling 24a5215 MC 's-Hertogenbosch

For additional information regarding data protection and your rights, visit the website of the Dutch Data Protection Authority (Autoriteit Persoonsgegevens): <https://www.autoriteitpersoonsgegevens.nl/nl>.

Complaints

If you have a complaint or any other question regarding the processing of your personal data, you can send an email to privacy@exertis.nl. We ask that you provide as much information as possible about your complaint or question. We will process complaints and inquiries and respond within four weeks. We strive to assist you as best as possible. If you are not satisfied with the handling of your complaint, you can contact the Dutch Data Protection Authority and file a complaint if desired.

Cookies

Our websites use cookies. A cookie stores certain data from a website visitor on your device and retrieves it during a subsequent visit. Cookies are primarily used to improve the user experience of Exertis Benelux's websites and tailor them to your preferences. Exertis Benelux uses functional cookies, analytical cookies, and cookies to enable a chat function on its websites.

Functional Cookies

These are cookies that allow products to be stored in a shopping cart, enable login with credentials, etc. Without these cookies, these functionalities would not work.

Analytical Cookies

Google Analytics is used to track how Exertis Benelux's websites are used. This helps Exertis Benelux improve the quality of its websites. The information obtained using Google Analytics cookies may be transmitted to and stored on servers in the United States. For more information, please read the Google Analytics privacy policy.

Chat Function Cookies

To provide you with the option to communicate directly with our employees via a chat function, Exertis Benelux uses cookies from Smartsupp. For more information about these cookies, you can read more here. Also, read the Smartsupp policy for further details.

Deleting Cookies

More information on enabling, disabling, and deleting cookies can be found in your browser's instructions and/or with the help function of your browser.

Refusing Cookies

Most browsers allow you to refuse the placement of cookies. Below is an overview of browsers along with a guide on how to refuse cookies. Please note that refusing cookies may negatively impact the functionality of our website: Apple Safari, Google Chrome, Microsoft Internet Explorer, Mozilla Firefox.

Changes

Exertis Benelux reserves the right to make changes to this Privacy and Cookie Policy. Any changes will be published on this page of the website. Exertis Benelux recommends that you review this section regularly.

Contact Information

If you have any questions regarding this Privacy and Cookie Policy or the way we process your personal data, you can contact us through the following means:

By email:
privacy@exertis.nl

By mail:
Exertis Benelux B.V.
De Tweeling 24a
5215 MC 's-Hertogenbosch

By phone:
073-543 07 75