

Privacy statement

This privacy statement is applicable on the processing of personal data by VIAVAC vacuum lifting B.V. (Dutch Chamber of Commerce 30130509).

Application

VIAVAC wants to provide the best possible service to the visitors of our website, as well as all present and prospective customers. We also want to have an insight into the results of our business development. Therefore, VIAVAC processes personal data of the following persons:

Customers with whom an agreement has been reached;

- Visitors who request a quotation via the quotation forms on our website;
- Visitors who request information via the contact form;
- Visitors who register to receive our newsletter;
- Visitors to our website.

Why does VIAVAC process personal data?

VIAVAC uses personal data to be able to provide the information or service you request. For example, to send you an appropriate quotation or a personalized online mailing, which we believe is relevant to you.

Purposes for processing personal data:

- To execute a concluded contract, including invoicing;
- To comply with legal obligations, such as administration and retention obligation for the tax authorities;
- To contact you by telephone in response to completing a quotation or contact form, if the request/inquiry requires more explanation or information;
- To be able to communicate with you through different channels for service or marketing purposes;
- To make our communication with you relevant, by adapting the content to your interests/click behavior;
- To be able to continue the application procedure after you have responded to one of our job vacancies;
- To improve our website and communication service.

Which personal data is processed by VIAVAC?

We use cookies on our website. A cookie is a text file that is sent by our server to your browser. It allows our server to recognize you when you return to our website at a later date. We process the following data from visitors to the website or people who make a request or registration:

- Name;
- Company;
- Place;
- Gender;
- E-mail address;
- Telephone number;
- Opt-in for e-mail communications;
- Contact history;
- Browsing habits;
- Open and click behavior in e-mail communications;
- IP address, cookie ID, social media ID;
- Motivation letter and curriculum vitae during a job application;
- Public data obtained through internet and social media profiles.

In addition, we also process payment and billing data from customers and data relating to the purchase of our services.

Principles for processing personal data

A main principle is that we do not process any more data than is necessary for the purposes listed above.

We never provide your data to third parties, unless we have a legal obligation thereto, or if this is necessary to execute the agreement we have with you.

Personal data can be processed both in the EU (European Union) and elsewhere. Processing outside of the EU is done only if appropriate measures have been taken to ensure that the procedure follows the European General Data Protection Regulation (GDPR).

Retention period

VIAVAC retains your data as long as this is necessary to comply with the purpose for which the personal data is collected, or until you inform us that you wish to have the data removed. If you have applied for a job with us, we retain your motivation letter and CV for up to 4 weeks following the end of the application procedure. Afterward, both documents are removed, unless you have given permission to retain them for a longer period (no more than 1 year).

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Security

VIAVAC has taken appropriate measures to protect your personal data against loss and unlawful use. We have established a security policy and measures that are periodically monitored and updated.

Access to, adjustment and removal of data

If you want to know what data VIAVAC has about you, and for which purposes it is processed, or if you want to change your personal data or have it removed, you can request access to, adjustment or removal of your personal data. You also have the option to object to the processing of your personal data. You can request this by sending an email to privacy@viavac.com. We will remove your data within 4 weeks of receiving your request.

Adjustments

VIAVAC reserves the right to adjust its privacy policy. Adjustments are implemented on this page.

Submitting a complaint to the European Data Protection Supervisor

If you believe that we do not act in accordance with the privacy legislation, please let us know. In addition, you have the right to submit a complaint to the European Data Protection Supervisor.

Contact details

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Version: June 2018