

Improvia B.V. and the subsidiaries affiliated with Improvia B.V., with its registered office at Effenseweg 1, 4838 BA Breda, is responsible for the processing of personal data, as set out in this privacy statement.

Contact details:

Improvia B.V. Effenseweg 1, 4838BA Breda, the Netherlands +31885504300
welkom@improvia.nl

Personal data that we process

Improvia B.V. processes your personal data because you make use of our services and/or because you have provided this to us. Below you will find an overview of the personal data that we process:

- First name and surname
- Gender
- Date of birth
- Place of birth
- Address details
- Telephone number
- Email address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone
- Data about your activities on our website
- Internet browser and type of device

Special and/or sensitive personal data that we process

Our website and/or service does not intend to collect data about website visitors who are below the age of 16 years, unless they have permission from parents or guardians. However, we cannot check if a visitor is above the age of 16. We therefore advise parents to be involved in the online activities of their children in order to prevent data about children from being collected without parental consent. If you are convinced that we have collected personal data about a minor without that consent, please contact us via welkom@improvia.nl, and we will delete this information.

For which purpose and on which basis do we process personal data?

Improvia B.V. processes your personal data for the following purposes:

- To process your payment
- To send our newsletter and/or advertising leaflet

- To call or email you if this is necessary in order to be able to perform our services
- To inform you about changes to our services and products
- To supply goods and services to you
- To recruit staff
- Improvia B.V. also processes personal data if we are legally obliged to do so, such as data that we need for our tax return.

Automated decision-making

Improvia B.V. does not make decisions about matters that could have (significant) consequences for persons on the basis of automated processes. This concerns decisions that are made by computer programmes or systems without the intervention of a human (for example an employee of Improvia B.V.).

How long do we store personal data?

Improvia B.V. does not store your personal data longer than is strictly necessary to achieve the purposes for which your data is collected. We apply the following retention periods for the following (categories of) personal data:

Personal information: 15 years Contact details: 15 years CVs: 5 weeks Data about your surfing behaviour on our website: 38 months

Sharing personal data with third parties

Improvia B.V. does not sell your data to third parties and only provides this if it is necessary for the performance of our agreement with you or to comply with a legal obligation. We conclude a processing agreement with companies that process your data on our behalf in order to ensure the same level of security and confidentiality of your data. Improvia B.V. remains responsible for this processing.

Cookies or similar technologies that we use

Improvia B.V. only uses technical and functional cookies, as well as analytical cookies that do not infringe on your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone the first time you visit this website. The cookies that we use are necessary for the technical operation of this website and your ease of use. They ensure that the website functions properly and remember, for example, your preferred settings. They also enable us to optimise our website. You can opt out of cookies by setting your internet browser in such a way that it no longer saves cookies. In addition, you can delete all information that was previously saved from your browser.

Inspecting, modifying or deleting data

You have the right to inspect, correct or delete your personal data. In addition, you have the right to withdraw any permission for data processing or to object to the processing of your personal data by Improvia B.V and you have the right to data portability. That means that you can send us a request to send your personal data that we have in a computer file to you or another organisation specified by you.

You can send a request to inspect, correct, delete or transfer your personal data, or a request to withdraw your consent or object to the processing of your personal data to welkom@improvia.nl.

In order to be certain that the inspection request is made by you, we kindly ask you to include a copy of your proof of identity. Please redact your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) in this copy. This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks.

How we protect personal data

Improvia B.V. takes the protection of your data seriously and takes appropriate measures in order to combat misuse, loss, unauthorised access, unwanted disclosure and unauthorised changes. If you have the impression that your data is not properly protected or there are signs of misuse, please contact us via welkom@improvia.nl