

## **Convoi privacy statement**

When you visit our website, Convoi will process personal data to support its commercial activities. This privacy statement explains what information we collect, why we collect it and how we handle this information.

### **About Convoi:**

Our website serves all operating companies affiliated to Convoi and located in Europe, the addresses of which you can find on this website. Where this statement refers to 'Convoi', we mean all these entities.

We would first like to stress that Convoi only performs activities for other businesses, and therefore not for natural persons. For the purpose of the further development of business activities, Convoi therefore primarily collects details of other companies via this website. However, it is thereby unavoidable that - as a side-effect - personal data is also processed. The General Data Protection Regulation (GDPR) regulates the protection of this personal data.

### **What personal data do we process:**

Like every website, Convoi processes the IP addresses of website visitors. An IP address can be personal data.

We also process the following personal data if you complete a contact form with us:

- Name
- E-mail address
- Telephone number
- The personal data contained in any attachment

### **Processing method:**

- The IP addresses are stored in logfiles and saved on our web server.
- Personal data that we obtain via a contact form is saved in a linked e-mail inbox.
- Convoi also processes personal data by means of cookies. These are data files that are saved when visiting the website on the device with which you visit the website, such as a computer, tablet or smartphone. Where we refer to 'cookies' below, we thereby also mean other comparable technologies. Cookies make it possible to recognise your web browser. We use the information that we obtain from cookies to improve your experience and to analyse the performance of various pieces of content.

## **We differentiate between various types of cookies:**

- *Functional cookies:*

These are required to ensure that the website functions well. For example, they ensure that you are shown information rapidly and correctly each time you visit.

- *Analytical cookies:*

We use these in order to analyse how our website is used, such as how often our website is visited, on which page you arrive at our website, and which pages are clicked on most. Analytical cookies have virtually no consequences for your privacy.

- Tracking cookies

A tracking cookie is used to identify an Internet user on one or more websites. This makes it possible to obtain information about how a website is used, and a user profile can be created which records a person's interests. We do not use tracking cookies.

- *Social media plug-in cookies/ embedded content*

We use *social media buttons* from *Facebook* and *LinkedIn*, amongst others.

You can use these buttons to share content from our website on your own social media page. When you click on the *button*, cookies are installed by social media networks. Because we use the privacy-friendly 'grey' *social media buttons* on this website, (tracking) cookies are only installed when you actually click on the *button*. We have no influence over what social media channels do with the information obtained by the cookies.

You should consult the privacy and cookie statements of the relevant channels for more information.

We make use of *embedded content* in order to be able to show you videos. By *embedding* we can show you content from other websites without the need to download or upload it. We do this when showing YouTube videos. For the YouTube videos that we show on our website, we use the *privacy enhanced mode*, so that YouTube does not install any cookies with you.

You can always turn off cookies yourself, or delete them from your device. The way to do this depends on the type of Internet browser and device that you are using.

## **Retention periods**

We will not retain your personal data for any purpose for longer than necessary, and will only retain the personal data that is necessary in connection with the purpose.

IP addresses are saved on the server for problem analysis. These IP addresses are retained for a maximum of 4 days.

Personal data that you leave on our contact form will be retained for a maximum of 3 months in a linked e-mail inbox, unless there are grounds for retaining your data for longer (e.g. when entering into a contractual relationship).

## **Privacy measures**

We take appropriate security measures in order to prevent misuse of and unauthorised access to your personal data. Hence we ensure that only the necessary persons have access to your data, that access to the data is secure, and that our security measures are regularly checked.

Personal data that we obtain via the contact form is only directly accessible to the persons who manage the e-mail inbox linked to the contact form and employees in the ICT department. If there are grounds for doing so, the data is made available to the person within the organisation who is most suitable for answering the contact question.

We carry out an annual clean-up of the customer and data files.

## **Provision of personal data to other parties**

In principle we do not make your personal data available to third parties. Personal data will only be shared with government bodies or government officials if there is a statutory obligation to do so.

## **Basis for the processing**

We process your data because we have a legitimate commercial interest in doing so.

We have thereby informed you that we only process personal data to a limited extent and that we handle it very carefully if we do so. There is therefore little or no conflict between our interests and yours.

## **Your privacy rights**

You have the right of access, correction, deletion, restriction, objection and portability of your personal data in accordance with the applicable regulations. A request to this end should be sent to [icl@convoi.com](mailto:icl@convoi.com). We will reply to your request as soon as possible (and certainly within four weeks). You also always have the right to submit a complaint to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).