

Convoi's privacy statement for clients/suppliers

Convoi believes that protecting the privacy of its customers and business contacts is essential to its activities. We handle your personal data with care. This privacy statement explains how we do this.

This privacy statement applies to personal data that we have received from you or from a third party in connection with our services or our business operations. We also collect personal data from you if you visit our website. For further information about this, please refer to the [privacy statement](#) on our website.

This privacy statement relates to the processing of personal data carried out by the following Convoi entities:

Convoi Nederland B.V.
Convoi International B.V.
CCSC B.V.
Convoi E&A B.V.
Convoi GMBH
Convoi AG
Convoi SRO
Convoi GMBH
Convoi Sp. Zoo

What personal data do we collect?

We collect personal data when you contact us, when you apply to enter or have entered into a customer relationship with us, as part of our services and/or in the course of our business operations.

Data that we may collect from you:

Clients/potential clients:

- Name, e-mail address, telephone number
- Where applicable: job title and company name
- Billing address

Suppliers and other business contacts:

- Name, e-mail address, telephone number
- Other contact details;
- Job title and company name

Why we collect personal data:

We may process your personal data for the following purposes:

Clients/potential clients:

- To provide you with the service requested
- To respond to your questions, comments or complaints
- To be able to send you an invoice for our work

headquarters

The Netherlands

countries

Belgium

Czech Republic

Germany

India

Poland

Slovakia

Switzerland

- To improve our services
- To comply with applicable laws and regulations
- To be able to exercise our rights under the agreement

Suppliers and other business contacts:

- To be able to request information about your service/product
- To be able to respond to the information you sent us
- To be able to give you an order
- To be able to pay your invoices
- To comply with applicable laws and regulations

We will not use your personal data for other purposes, unless further processing of the personal data is compatible with the purposes for which this data was originally processed.

Legal grounds for processing:

Depending on the specific nature of the processing, we apply the following legal grounds for processing personal data:

Agreement:

If you wish to enter into an agreement with us, we need certain information from you. This includes: names and contact details of your employees and/or directors, or data for invoices. The performance of this agreement will then be the ground for processing on which we rely.

Legitimate interest:

In addition, processing your personal data is in some cases necessary so as to protect the legitimate interests of Convoi or a third party. In such cases Convoi will assess whether or not your interests and your fundamental rights or freedoms outweigh those legitimate interests. Only if that is not the case will Convoi process your personal data on the basis of a balancing of interests.

Example: It is important for Convoi to secure its buildings properly. In order to guarantee security and to be able to spot possible abuses, images are recorded in and around the Convoi buildings. A recording of you may constitute personal data. Convoi processes this personal data because these images are stored temporarily.

The basis for this is a balancing of interests; in this context, we consider the security of our personnel and property to be so important that it outweighs your legitimate interest in privacy.

Of course, we do not keep the stored images longer than necessary for the intended purpose and these images can only be consulted by a very limited number of people.

Consent:

In certain cases, we will ask for your consent before we process your data. This may be the case, for example, if we wish to use personal data, such as your image, for marketing purposes.

When Convoi processes personal data on the basis of your consent, you have the right to withdraw your consent at any time. If processing takes place solely on the basis of your consent, no further processing may take place after you have withdrawn your consent. Withdrawal of consent does not affect the lawfulness of processing based on consent prior to its withdrawal.

Legal obligation:

Furthermore, we will process your personal data if we are legally obliged to do so.

Retention period for personal data:

To ensure that we do not retain your data for longer than is strictly necessary, we have a retention policy that includes retention periods for all data categories. If your personal data is no longer relevant for the purposes for which it is being retained, Convoi will erase it. Some data is subject to a statutory requirement for retention. We can only destroy this data once the retention period has expired.

Security of personal data:

Convoi ensures an appropriate level of security of the personal data in its possession, in line with the applicable legal requirements and guidelines.

Transfer to a third country outside the European Union:

In principle, your data will not be transferred to countries outside the European Economic Area (EEA).

Should this exceptionally be the case, your personal data will be transferred securely as it will only be supplied where an adequacy decision applies in respect of this third country and the European Union has established that this third country has an adequate level of personal data protection.

In the absence of an adequacy decision in respect of this third country, Convoi will impose binding rules on the recipient of personal data with which recipients are required to comply and which ensure an adequate level of protection.

The parties to whom we supply your data:

We may share your personal data with the following categories of third parties (processors):

- Professional advisors such as accountants.
- Third parties to whom we outsource certain services, such as: IT systems or software vendors, IT service providers, document and information storage providers.
- Postal, e-mail or courier services.
- Government agencies if we are legally obliged to do so in any way.

We ensure an appropriate level of protection for your personal data and conclude a processing agreement with each processor, in which we set out the obligations of both parties.

Please note that the above list is non-exhaustive. There may be other reasons why we share your personal information with other parties. Of course, we would only do so on the basis of a legitimate purpose and a legal basis, while maintaining an appropriate level of security.

Your rights:

The GDPR gives you various rights with regard to your personal data:

- The right to access and obtain a copy of data;
- The right to rectification;
- The right to erasure of data;
- The right to restriction of processing;

- The right to object to the processing of data;
- The right to data portability;
- The right not to be subjected to automated decision-making.

If you wish to exercise your rights, you can submit a request using the contact details contained in this letter. Please note that the above rights are not absolute. This means that Convoi does not have to comply with a request to exercise one of the aforementioned rights in all cases.

Within one month after Convoi has received a request from you to exercise one of the aforementioned rights, Convoi will inform you accordingly. Convoi will indicate whether and how your request will be accommodated and if not, why not. If necessary in connection with the request, Convoi may extend the one-month response period. In that case, Convoi will inform you, within one month, of the period within which you will receive a response. The exercise of the right(s) by you is in principle free of charge.

Submitting a complaint to the supervisory authority:

It is possible that, despite Convoi's careful approach, you have a complaint about the way in which Convoi is processing your personal data and/or handles your rights. In that case, you can submit a complaint to the supervisory authority. In the Netherlands, the supervisory authority with responsibility for the processing of personal data is the Data Protection Authority. You can find out how to contact the Data Protection Authority on its website www.autoriteitpersoonsgegevens.nl.

Amendments:

This privacy statement is subject to change. You will be notified of any amendments in good time through the usual channels.

Questions?

If you have any questions or would like to exercise any of your individual rights, please contact our privacy contact:

Bas Pommé

icl@convoi.com

+31 6 55522426

headquarters

The Netherlands

countries

Belgium

Czech Republic

Germany

India

Poland

Slovakia

Switzerland