

Privacy Policy

RBTC, located at Münsterstraat 21, 7575 ED, Oldenzaal, is responsible for the processing of personal data as described in this privacy statement.

Contact details:

<http://www.rbtc-logistics.eu>

Münsterstraat 21

7575 ED Oldenzaal

+31 (0)541 20 02 21

Richard Boers is the Data Protection Officer (DPO) of RBTC Logistics.

He can be reached via r.boers@rbtc-logistics.eu

RBTC Personal data that we process

RBTC processes your personal data because you use our services and/or because you provide this data to us yourself.

Below is an overview of the personal data we process:

- First and last name
- Address details
- Phone number
- Email address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence, or over the phone
- Data about your surfing behaviour across different websites (for example, because this company is part of an advertising network)
- Bank account number

Special and/or sensitive personal data that we process

Our website and/or service does not intend to collect data about website visitors under the age of 16, unless they have permission from parents or a guardian. However, we cannot verify whether a visitor is over 16. We therefore advise parents to be involved in the online activities of their children 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 this permission, please contact us via r.boers@rbtc-logistics.eu, and we will delete this information.

Purpose and legal basis for processing personal data

RBTC processes your personal data for the following purposes:

- Handling your payment
- Being able to call or email you if this is necessary to perform our services
- Informing you about changes to our services and products
- Giving you the option to create an account
- Delivering goods and services to you
- RBTC also processes personal data if we are legally obliged to do so, such as data we need for our tax returns.

Automated decision-making

RBTC does not make decisions based on automated processing about matters that can have (significant) consequences for individuals.

This concerns decisions that are made by computer programs or systems without human intervention (e.g., an RBTC employee). RBTC uses the following computer programs or systems:

- Outlook
- Proprietary CMS / Tracking / Acquisition System / Weborder Track & Trace

How long do we retain personal data

RBTC retains your personal data no longer than is strictly necessary to achieve the purposes for which your data is collected.

We use the following retention periods for the following (categories) of personal data:

- (Category) Personal data > as long as necessary
- Personal details > as long as necessary
- Address > as long as necessary
- And so on > as long as necessary.

A good, functional, and efficient client relationship can only exist on the condition that we retain the client data.

Sharing personal data with third parties

RBTC does not sell your data to third parties and will only provide it if this is necessary for the execution of our agreement with you or to comply with a legal obligation.

We enter into a data processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. RBTC remains responsible for these processing operations.

Cookies, or similar techniques that we use

RBTC uses functional, analytical, and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet, or smartphone when you first visit this website. RBTC uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered.

These cookies are also used to ensure the proper functioning of the website and to optimize it. Additionally, we place cookies that track your browsing behavior so that we can offer tailored content and advertisements.

We informed you about these cookies on your first visit to our website and asked for your consent to place them.

You can opt out of cookies by configuring your internet browser to no longer store them.

Furthermore, you can also delete all information previously stored via your browser's settings.

For an explanation, see: <https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doe-ik-ermee/> (Please note: this site is in Dutch. You may be able to translate it using your browser's built-in tools.)

Accessing, rectifying or erasing data

You have the right to access, rectify or erase your personal data. Furthermore, you have the right to withdraw your consent for the data processing or to object to the processing of your personal data by RBTC, and you have the right to data portability. This means that you can submit a request to us to send the personal data we hold about you, in a computer file, to you or another organization named by you.

You can send a request for access, rectification, erasure, data portability of your personal data, or a request to withdraw your consent or object to the processing of your personal data, to r.boers@rbtc-logistics.eu.

To ensure that the request for access has been made by you, we ask you to send a copy of your proof of identity along with the request. In this copy, please black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number, and Citizen Service Number (BSN). This is to protect your privacy.

We will respond to your request as quickly as possible, but within four weeks.

RBTC would also like to point out that you have the option to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). This can be done via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-deautoriteit-persoonsgegevens/tip-ons>

(Please note: this site is in Dutch. You may be able to translate it using your browser's built-in tools.)

How we secure personal data

RBTC takes the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification.

If you have the impression that your data is not properly secured or there are indications of misuse, please contact our customer service or reach out via r.boers@rbtc-logistics.eu.