

Privacy Statement

We would like to inform you about the processing of your personal data. Euro Support strives to be transparent and open because we consider high-quality cooperation and openness to be very important.

We are responsible for your personal data

Euro Support is responsible for the processing of your personal data and considers careful handling of personal data very important. This means, among other things, that we treat personal data confidentially, that we have taken security measures to protect personal data against loss, unauthorized access or theft and that we will delete data if we no longer need it for our business.

The moments when we receive your personal data

If you use our services, your personal data may be processed. Consider, for example, the moment you contact our sales or support department by e-mail or telephone. In this case, we process, among other things, your telephone number, e-mail address or your name.

In addition, we may process your data that you share with us online. Think, for example, of requesting or downloading information and filling in a contact form.

We use your personal data to provide you with the best possible service

We use your personal data because it is necessary to process your request for information or to purchase our products and/or services. We can also use your data so that we can optimize our services. Sometimes we also store data because we have to because of (legal) financial and tax obligations.

We only process the personal data that is necessary to process requests or that contribute to the realization of a qualitative collaboration. In concrete terms, we process your personal data so that we can, among other things:

- Be able to process and manage your request.
- To manage our financial administration and so that we can comply with financial and fiscal (legal) obligations.
- To be able to carry out market research, so that we can tailor our services more to the needs of our relations.
- Being able to handle any disputes.
- Being able to exercise internal and external control over our services.

We do not use your data for purposes other than those mentioned above

Euro Support does not sell your personal data to third parties. In certain cases we use IT systems of suppliers, where it is possible that the supplier also has access to the system on which your personal data is processed.

In all cases, we ensure that these third parties comply with sufficient guarantees in the field of privacy and security.

We do not store your personal data longer than necessary

Your personal data will not be kept longer than necessary. Our aim is to destroy personal data of relations as soon as we no longer need it. Some data is kept because it is necessary on the basis of a financial and/or tax obligation. In that case, your data will be kept for at least seven years. After this period has expired, we will ensure that your personal data is carefully deleted.

You have various rights when it comes to your personal data

1. You have the right to request access, correction or deletion of your personal data.
2. You have the right to object. This means that you can oppose the use by Euro Support of your data for commercial purposes. Consider, for example, the use of your data for our campaigns or other use of your data due to special personal circumstances on your part.

You always have the option to submit a complaint about the use of personal data by Euro Support in a general sense.

If you make a request, we will first assess whether we can process your request. We cannot process the request if we cannot verify your identity or if you have recently (less than six months ago) made a similar request.

If we have processed the request, there are a number of situations in which we must refuse the request. For example, we will have to refuse a request if the protection of the rights of third parties is more important. This may occur in cases where your request for access also contains the personal data of other persons. If we reject the request, we will explain in writing why we cannot comply with the request.

It may happen that you do not agree with our decision on a request for access, correction, deletion or objection. In that case you also have the right to submit a complaint to the Dutch DPA:

<https://www.autoriteitpersoonsgegevens.nl/en>

Changes to Privacy Statement

We reserve the right to make changes to the Privacy Statement. Therefore, check our Privacy Statement regularly for possible changes to our policy.

Questions

If you have any questions or comments about our Privacy Statement or about how Euro Support handles personal data, you can direct these questions to:

Euro Support
t.a.v. R. Hubbeling
Stadsring 99
3811 HP Amersfoort

Of course you can also send your questions by e-mail: compliance@eurosupport.com