

En Serio's Privacy Statement

This is the privacy statement of En Serio B.V., the PR agency for tech innovators.

If you'd like to pay us a visit, you'll find us at Laan van Kronenburg 14 in Amstelveen. On the fifth floor, with splendid views over Amsterdam.

And if you wish to search online to discover more about us, that is possible too. Our Chamber of Commerce number is 6771225.

We are responsible for processing your personal data. This statement sets out which personal data we collect and process, the purposes for which these data are processed, and the rights you have regarding your privacy.

If you wish to know more about cookies, you can read the cookie statement on our website.

General policy

En Serio respects the privacy of all visitors to its website <https://www.enserio.nl/> and of its existing and potential customers and other contacts. What does that mean in practice?

- We treat your personal data with care
- We do not sell or trade in your data
- We share your data only with parties involved in our services
- Your data are appropriately secured, and
- We comply with the requirements set by data protection legislation in the Netherlands

Use of your personal data

En Serio processes your personal data because you have shown an interest in or use our services, or because you have subscribed to our newsletter. In that case, you leave personal data with us. We retain and use only the personal data you provide directly, for example because you wish to use our services or have filled in the contact form.

We also process personal data we obtain through the analytical cookies we place or have a third party place.

We use these data for the purposes set out in this privacy statement:

- Your name
- Your telephone number
- Your e-mail address
- Your message or e-mail, in which you can, of course, forward more information to us
- Other information you supply that we need to provide our services

What do we use these data for?

Contact and communicating

We are in favour of quick and easy contact and therefore have a contact form on our website. We use the data you leave there to contact you. If you prefer, you can obviously call us yourself or e-mail us directly.

Newsletter

Because we are proud of En Serio, we are keen to inform and inspire interested parties with our newsletter. Each newsletter contains an unsubscribe link. It's a pity if you decide to unsubscribe, but we naturally respect your choice. No hard feelings. From that moment, you'll no longer receive the newsletter. But you're always welcome to subscribe again!

Our services, our pride

Last but not least, we also use your data to provide our services. To consult and act as a sounding board. To fulfil our agreement with you. We will obviously inform you about any changes in our services. This is done by email, telephone or face-to-face.

Is that all?

In principle, yes. If we wish to use these data for any other purpose, we will always check whether this is compatible with the purpose for which you have provided your data to us. If not, we will ask your permission before using your data further.

Retention periods

En Serio does not retain your personal data for longer than is strictly necessary to achieve the purposes for which they are collected. What does this mean specifically?

If you have requested contact with us, these data will be retained until that contact has occurred. Unless you become a customer, of course, in which case we generally retain your data for two years after the end of the project or contract. We retain invoices for a longer period, namely seven years, due to our statutory obligations.

Provision to third parties

En Serio shares your personal data with third parties only if this is necessary for performing our services or complying with any statutory obligation. We conclude a processing agreement that complies with the General Data Protection Regulation with companies that process your data within the scope of our cooperation. If these third parties store or process your data outside the European Union, we will ensure additional guarantees as required by law. For example, there are a few service providers in the United States. However, as these parties are affiliated to the Privacy Shield framework, we ensure the same level of security and confidentiality of your data.

Security

It is very important to us that your data are and remain secure. We prevent data from being lost or unauthorised persons simply gaining access to your data. We have therefore implemented appropriate security measures, including:

- our website is secured with an SSL certificate. In this way, confidential information, such as that provided via a contact form, is transmitted in encrypted form
- our software is up-to-date and we use a firewall
- access to electronic systems is password-protected (and we operate a strict password policy)
- only authorised staff members/third parties have access to your personal data, and
- as mentioned, we enter into agreements with third parties who process your personal data on our instructions

Rights

You have various rights regarding our data processing. For example, you may access, rectify or delete your personal data. You may also withdraw your consent to data processing at any time or object to our processing of your personal data. Sometimes, you also have the right to data portability. This means you can request us to send the personal data we hold of you in a computer file either to you or your designated third party.

A request for access, rectification, deletion or data portability of your personal data, or any objection to the processing of your personal data, can be sent to privacy@enserio.nl. The subject line should state 'Personal data'.

To ensure you are the person addressing us, please send a copy of your ID card with your e-mail, blacking out the following information to protect your privacy:

- passport photograph
- MRZ (machine readable zone, the strip with numbers at the bottom of the passport)
- ID number, and
- Citizen Service Number (BSN)

We will respond to your request or objection as soon as possible, but within four weeks. If we cannot meet this deadline, we will let you know as soon as we can.

We naturally hope you are satisfied with how we handle your personal data. However, if you are not, please let us know. You are also free to submit a complaint to the national supervisory authority, the Dutch Data Protection Authority, using this link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

Amendments

The rules on protecting personal data are subject to constant change. We therefore reserve the right to amend this privacy statement and recommend you check it regularly.

Version: September 2018.