

# PRIVACY STATEMENT

NO-EM B.V.  
THOMAS MALTHUSWEG 2  
1689 ZP ZWAAG  
NETHERLANDS

NO-EM.COM  
INFO@NO-EM.COM  
Chamber of Commerce 89352882

## 1. GENERAL INFORMATION

### A. PRIVACY

- i. NO-EM B.V. takes your privacy seriously. We process your personal data when you use our website or our services, or because you provide this data to us yourself.
- ii. Within the meaning of the General Data Protection Regulation (GDPR), NO-EM B.V. is the so-called controller.

### B. SUMMARY

- i. We are committed to processing the personal data you have provided to us with care. With this privacy statement, we offer you a transparent and clear overview of:
  - a. For what purpose we process your personal data;
  - b. What personal data we may process about you;
  - c. How long we will retain your personal data;
  - d. Which (sub)processors we use in the processing of your personal data;
  - e. What rights you have under the GDPR with regard to the processing by NO-EM B.V. and,
  - f. What measures we take to protect your personal data.

## 2. PERSONAL DATA WE PROCESS

### A. THE FOLLOWING DATA IS COLLECTED VIA THE WEBSITE:

- ii. Name
- iii. Address details
- iv. Email
- v. Telephone
- vi. Other personal data that you actively provide when contacting us
- vii. Location dataData about your activities on our website
- viii. IP addressInternet browser and device type

### **3. SPECIAL AND/OR SENSITIVE PERSONAL DATA THAT WE PROCESS**

#### **A. MINOR**

- i. Our website and services do not intend to collect data about website visitors who are younger than 16 years of age, unless they have written permission from their parents or guardian. NO-EM B.V. cannot verify whether a visitor is over the age of 16, so we advise parents to be involved in their children's online activities. Together, we can prevent data about children from being collected without parental consent.

#### **B. CONTACT US IF YOU SUSPECT AN ERROR**

- i. If you believe that we have collected personal data about a minor without the aforementioned consent, please contact us at [info@no-em.com](mailto:info@no-em.com). We will then immediately delete this information.

### **4. WHY AND HOW LONG WE NEED DATA**

#### **A. NO-EM B.V. PROCESSES YOUR PERSONAL DATA FOR THE FOLLOWING PURPOSES:**

- ii. To be able to email you if this is necessary to perform our services;
- iii. To send you information upon request in response to the contact form;
- iv. and finally, to analyse your behaviour on the website in order to improve our website and tailor it to your preferences.

#### **B. RETENTION PERIODS**

- i. NO-EM B.V. will not retain your personal data longer than is strictly necessary to achieve the purposes for which your data is collected. If you would like information about our retention periods in your specific case, please contact us at: [info@no-em.com](mailto:info@no-em.com).

### **5. PROCESSING BY THIRD PARTIES**

- i. In addition to any cookies we may use, as set out in our cookie statement, we share the data we collect from you on this website with the following third parties:
  - b. Google Purple
  - c. Media B.V.
  - d. Oppepper B.V.
- ii. We have made clear agreements with the above processors. We require these third parties to apply at least the same level of security to personal data as we do as the controller.

## 6. YOUR WEBSITE VISIT IN MAP

### A. COOKIES

- i. NO-EM B.V. uses cookies. There are different kinds of cookies:
  - a. Functional cookies: These are cookies with a purely technical functionality. They ensure that the website works properly; for example, they can remember your preferred settings. They also enable us to optimise our website and the services we offer via the website.
  - b. Third-party analytical cookies: These cookies may track your browsing behaviour. These cookies are placed when analytical service providers, such as Google Analytics, are used..
  - c. Tracking cookies: These cookies are placed by an external party. By reading the cookies, the advertiser recognises you when you visit a site with which they are also involved. If you continue browsing, personalised advertisements may be displayed. These cookies can also track your browsing behaviour, allowing these parties to build up a very specific profile. This profile can be so detailed that it constitutes personal data.

### B. WHAT IF YOU DON'T LIKE COOKIES

- i. Your cookie settings were set by you on your first visit to our website. All non-functional cookies can be refused per category. Cookies other than functional or anonymous analytical cookies will only be placed after you, as a visitor, have taken active steps to do so. You can change your settings at any time via our website.

## 7. VIEW, MODIFY OR DELETE DATA

### A. YOUR RIGHTS

- i. You have the right to:
  - a.view your personal data;
  - b.submit a request for correction of data;
  - c.submit a request for us to process less data;
  - d.request the deletion of your data;
  - e.have your data transferred to someone else;
  - f. submit a complaint as further described in Article 8.
- ii. If you have any questions or comments about NO-EM B.V.'s data processing, please send a request to [info@no-em.com](mailto:info@no-em.com).
- iii. NO-EM B.V. wants to be sure that the request for access has been made by you. We therefore kindly ask you to send a copy of your ID with your request for access, correction or deletion. To protect your privacy, NO-EM B.V. requests that you 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) in this copy.
- iv. NO-EM B.V. will respond to your request as soon as possible, but in any case within four weeks.

## 8. RIGHT TO COMPLAIN

### A. INTERNAL TREATMENT

- i. If you have any complaints about the way in which (personal) data is processed, NO-EM B.V. will be happy to help you resolve these in mutual consultation. Please send your complaint to [info@no-em.com](mailto:info@no-em.com) for initial consideration.

## **B. DATA PROTECTION AUTHORITY**

- i. Under the General Data Protection Regulation, you have the right to lodge a complaint with the Data Protection Authority about our processing of your personal data. To do so, please contact the Data Protection Authority. More information about your right to complain can be found at: <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-over-gebruik-persoonsgegevens>

## **9. SECURITY OF COMMUNICATION THROUGH SSL ENCRYPTION**

### **A. SSL**

- i. To protect you as a website visitor, NO-EM B.V. uses secure encryption technologies. With SSL (Secure Socket Layer), your personal data is encrypted when used on our site (meaning it is not visible to third parties). This way, you can be sure that your data will only be visible to you and our server.
- ii. We use SSL encryption for all parts of our site where your data is used, such as when filling in the contact form. You can check and recognise this yourself. When you are on an encrypted part of our site, you will see a lock symbol appear at the bottom right or top left of your browser. In addition, the URL will change from <http://> to <https://>, which also indicates that the page is secure.

### **B. WE TAKE SECURITY SERIOUS**

- i. NO-EM B.V. takes the protection of your data very seriously and therefore takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure, and unauthorised modification. If you feel that your data is not properly secured or there are indications of misuse, please contact us immediately at [info@no-em.com](mailto:info@no-em.com).

## **10. CHANGES TO THIS PRIVACY STATEMENT**

### **A. CHANGES**

- i. As NO-EM B.V. will continually review its own policy and new processing purposes may be added to our website(s), changes may be made to this privacy statement.

## **11. QUESTIONS**

### **A. CONTACT PERSON**

- i. NO-EM B.V. has appointed NO-EM B.V. as the person responsible for the GDPR. If you have any comments regarding this privacy statement or if you have any general questions about the GDPR, please contact us at [info@no-em.com](mailto:info@no-em.com).