

ALTA ICT

Privacy Statement

Privacy Statement ALTA-ICT B.V.

This is the Privacy Statement of the private company with regular structure ALTA-ICT B.V., hereinafter referred to as “ALTA-ICT”. ALTA-ICT is registered with the Chamber of Commerce under number 87627124 and has its registered office at Hageland 132 H in (1066 SB) Amsterdam. This document explains how ALTA-ICT processes and handles your personal data. In processing and handling your personal data, ALTA-ICT exercises the utmost care.

Acquisition of Personal Data

When using the services of ALTA-ICT, you provide some personal data to ALTA-ICT, or personal data is obtained from you under the agreement. Personal data means any data relating to an identified or identifiable natural person.

Categories of Personal Data

ALTA-ICT processes the following categories of personal data:

- Contact, name and address details;
- Location details, such as postcodes and house number;
- Email address;
- IP address;
- Financial data;
- Commercial register number;
- VAT number;
- Electronic identification data;
- Surveillance video and photos;
- Login details and customer number;
- Company data;
- Other personal data provided by you.

Purpose of Processing

The purpose of the personal data processed by ALTA-ICT is to:

- Contact you to inform you about the services you have purchased and their execution;
- Perform its services;
- Improve its services;
- Make payments;
- Fulfil legal obligations;
- Carry out marketing and communication;
- Improve the website by analysing visitor behaviour on the website;
- Send newsletters;
- Exchange data with third parties for the purpose of providing services.

Grounds for Processing

The processing of personal data is only possible based on the following grounds: (i) legal obligation, (ii) performance of the agreement, (iii) (explicit) consent obtained from the data subjects, and (iv) legitimate interest. In providing the services of ALTA-ICT, personal data is processed. ALTA-ICT only processes data that ALTA-ICT considers necessary for (improving) the services and handle the (personal) data it has collected about you and your use of the services with care. The ground for processing this data is the agreement you have concluded with ALTA-ICT.

Your personal data may also be processed by visiting the website <https://alta-ict.nl/en>, and if you visit the subdomains of ALTA-ICT <https://alta-ict.itclientportal.com>, if you have given your consent.

Necessity of Processing

The processing of your personal data is necessary to carry out the services. The services provided by ALTA-ICT cannot be fully performed without the processing of your personal data. If specific purposes relating to personal data require your explicit consent, you must give your consent separately.

Automated Decision-Making

If there is any automated decision-making, this decision-making is carried out by computer systems and/or computer programmes without human intervention. The data subject is personally responsible for the data they provide and which is used at the time of automated decision-making. If the data turns out to be incorrect or incomplete, any damage resulting from this will be at the expense and risk of the data subject. This also includes the non-performance, late or incorrect execution of the agreement.

Retention Period

The personal data processed by ALTA-ICT will be kept in accordance with the relevant laws and regulations. If a longer retention period is necessary pursuant to laws or regulations, the personal data will be kept longer in accordance with those requirements. All personal data (obtained) is not kept longer than strictly necessary.

Processing by Third Parties

ALTA-ICT shares personal data with third parties only if strictly necessary for the performance of an agreement and to comply with relevant laws and regulations. No personal data is sold. ALTA-ICT may be under a legal obligation to share personal data with third parties. If personal data is shared with third parties, processing agreements are concluded for this purpose. The third parties with which personal data is shared are:

- The Payment Provider, for the purpose of executing an agreement. The categories of personal data processed are financial data.
- The Accountant, for the purpose of executing an agreement. The categories of personal data processed are contact details, name and address and financial data.
- Software Suppliers, for the purpose of executing the agreement. This also includes any Customer Relationship Management (CRM) systems used. The categories of personal data processed are location data, IP addresses, email address, electronic identification data, log-in data and customer number, contact details, name and address and other data provided by you.
- Website Administrator, for the purpose of executing the agreement. The categories of personal data processed are location data, email address and contact and name and address details.
- The third party or parties engaged for the purpose of executing the agreement. The categories of personal data processed are contact details and name and address.

Security of Personal Data

ALTA-ICT takes the protection of your personal data seriously and in this regard, taking into account the state of the art, implementation costs, as well as the nature, scope, context and purposes of processing and the risks to the rights and freedoms of individuals, which vary in terms of probability and severity, takes appropriate technical and organisational measures to ensure a level of security appropriate to the risk.

Disclaimer

By using the website, you agree to the disclaimer. ALTA-ICT reserves the right to modify at any time the content of its website and/or this disclaimer without informing its customers and/or its website users of such change. The content of the website is compiled with the utmost care but may nevertheless contain potential inaccuracies or be incomplete. ALTA-ICT accepts in no way any liability for damage caused by, or resulting from the use of the website. Use of this website is the sole responsibility and risk of the website user. No rights can be derived from the content of the website. All texts on the website are copyrighted and owned by ALTA-ICT insofar as they do not belong to third parties.

Cookie Statement

ALTA-ICT uses technical and functional cookies to optimise the website. Cookies are small text files to make user experiences of visitors more efficient. ALTA-ICT may, by law, store cookies on your device if these cookies are strictly necessary to use the website. Other types of cookies require your consent. We recommend accepting cookies for reasons of website usability. Visitors to the website have a check in option.

The cookies used by ALTA-ICT are functional cookies: these cookies ensure that the website works properly. These cookies do not affect personal privacy so no consent needs to be requested and granted. These cookies save your browser settings, for example, for the best view of our website, or for the website to remain accessible (load-balancing) and cookies that ensure that no other cookies may be placed (no-follow).

With your permission, we place “tracking cookies” on your computer. We use these cookies to keep track of the pages you visit in order to build up a profile of your online behaviour. This profile is not linked to your name, address, email address and the like, but only to personalise advertisements to your profile so that they are as relevant to you as possible.

Cookies from Google are also placed on the ALTA-ICT website for the purpose of Google Analytics. We do not track information of what you do on the internet. Google Analytics may be required to provide access to this data under applicable laws and regulations. As a result, ALTA-ICT cannot link information to a natural person. If you have any questions about this, please contact us at info@alta-ict.nl.

Use of Social Media

ALTA-ICT uses third-party cookies to optimise the website. Some cookies are set by third-party services displayed on the website. Third parties refers to Google Analytics and Social Media (LinkedIn, Facebook, Instagram, Twitter). The use of cookies from other companies (third parties) is subject to the privacy and cookie policy of the relevant company. When you click the Social Media button on the website, a Social Media cookie is placed. This allows the Social Media party to recognise your IP address as soon as you share an article from the website. For the cookies of Social Media parties and the data and/or personal data they collect with these cookies, ALTA-ICT refers you to the privacy and cookie statements of these parties.

Browser Settings

If you do not want websites to place cookies on your device with which you view the website, you can adjust your browser settings. Before a cookie is placed, you will receive a warning and must give your consent for the cookie. Failure to do so may result, for example, in the website not working as well. You can adjust your browser settings so that your browser refuses all cookies, including those from third parties. You can also delete placed cookies. To do so, you need to adjust your browser settings via preferences and then you can adjust the privacy settings.

This Privacy Statement does not apply to third-party websites connected to this website by links. We cannot guarantee that these third parties will handle your personal data in a reliable or secure manner. We encourage you to read the privacy statement of these websites before using them.

Rights of Data Subjects

As a data subject, you have the following rights:

- Right of access;

As a data subject, you are entitled to obtain confirmation as to whether or not your personal data is being processed and, if so, to obtain access in relation to the processing thereof.

- Right to rectification;

As a data subject, you are entitled to have your inaccurate data rectified and completed.

- Right to data erasure;

Without unreasonable delay, a data subject is entitled to erasure of their personal data.

- Right to restriction of processing;

As a data subject, you are entitled to restrict the processing of your personal data. To do so, please contact ALTA-ICT.

- Right to data portability;

A data subject is entitled to obtain their personal data that they have provided to ALTA-ICT, in a structured, common and machine-readable form, and also to transfer this data to ALTA-ICT without being hindered by the controller to whom they were provided.

- Right of objection;

The data subject is entitled to object, at any time, on grounds relating to their particular situation, to the processing of personal data concerning their personal data including profiling on the basis of those provisions. ALTA-ICT will cease processing the personal data unless there are compelling legitimate grounds for the processing which outweigh the interests, freedoms and rights of the data subject related to the exercise, institution or support of a legal claim.

Complaints

If you have a complaint about how ALTA-ICT handles your personal data, or wish to exercise any of the above rights, you can contact us through the website, by sending an email to complaints@alta-ict.nl. To ensure that it is you who wishes to exercise a right, ALTA-ICT requests that you enclose a copy of your proof of identity. You can black out your passport photo and MRZ (strip of numbers at the bottom) to protect your privacy. ALTA-ICT will respond to your request as soon as possible, but at the latest within 4 weeks. You can also file a complaint with the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*). This is the competent enforcement authority. You can contact it for this purpose via this link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

Amendments to the Privacy Statement

ALTA-ICT may amend the Privacy Statement at any time. The most recent version is published on the website. Therefore, always check the website for the most recent version. If the new privacy statement affects the way we process data already collected about you, we will notify you by email.

This version was last adopted on 28 September 2022.