

VP IT SUPPORT PRIVACY STATEMENT

VP IT Support, having its registered office at Sinjeur Semeynsstraat 21, (1183 LD) Amstelveen, the Netherlands, is the controller with regard to the processing of personal data set out in this Privacy Statement.

We set great store by your privacy and ensure that the personal data that you share with us is handled with due care. We will explain in this Privacy Statement how we do so. If you have any questions on this point, we will be pleased to help you. We can be reached at privacy@vpitsupport.nl.

Personal data processed by VP IT Support

We process your personal data when you use our services or because you yourself provide us with those data.

A list of the personal data that we may process, depending on the product or service that you purchase, can be found below:

- First name and surname
- Sex
- Date of birth
- Address details
- Telephone number
- Email address
- IP address
- Passwords and login data such as username
- Customer numbers
- Bank account or credit card numbers
- Other personal data with which you actively provide us, for instance by using a web form on this website, or by providing us with the data by post, email or telephone

Special and sensitive personal data processed by VP IT Support

In principle, our website or service does not collect data on website visitors below the age of 16, unless they have their parents' or guardians' permission. However, we cannot check whether visitors are below the age of 16.

We therefore advise parents to monitor their children's online activities to prevent the collection of data on minors without parental consent. If you believe that we have collected personal data on a minor without that consent, please contact us at privacy@vpitsupport.nl. We will then remove those data.

If you opt to provide VP IT Support with your passwords or login data, we store those data. They are sensitive personal data that we handle with due care. We recommend that you never send us passwords or login data by email, because email is not always safe.

If you nevertheless send us your data by email, VP IT Support accepts no liability or responsibility in that regard. VP IT Support will provide passwords or login data only to you and at your request, after identifying you. In principle, that is done by post, unless you expressly indicate that you wish this to be done in another manner. If data are not provided by post, VP IT Support accepts no liability or responsibility for sending data in another manner.

For what purposes does VP IT Support process personal data?

We process personal data for the following purposes:

- To be able to telephone or email you, if necessary, in order to provide the service you have purchased.
- To provide goods or services that you have purchased.
- To perform the agreement entered into with you under which we offer IT support.
- To inform you of our services and products that you have previously purchased, or of any changes. You can always opt out via a link in the email.
- To send you newsletter and mailings for which you have registered.
- VP IT Support may furthermore use your personal data for marketing purposes, also if it obtained the data via third parties.

Legal basis for the processing of personal data

We process personal data on the basis of permission given by you for the processing of your personal data or because the processing of those personal data is necessary to perform the agreement that you have entered into with us. In some cases, it is also necessary for us to process personal data for our own legitimate purposes. It may be necessary, for instance, to process your personal data in order to perform our business activities. We also process personal data for marketing purposes.

If you object to your personal data being used for marketing purposes, please let us know. We will then no longer use your personal data for those purposes. Please send us an email in which you state that you do not wish us to process your personal data for marketing purposes at privacy@vpitsupport.nl.

Profiling and automated decision-making

VP IT Support does not make decisions on the basis of automated processing (algorithms) that may be detrimental to you. VP IT Support does not use profiling.

Cookies and Google Analytics

VP IT Support uses Google Analytics. That program provides important statistics on visitor numbers, pages visited, traffic sources and other essential information that allows us to continuously improve our website for the users. Those statistics are anonymous and cannot be traced to a specific person or user. No use is made of behavioural targeting in order to show you specific content on the basis of your click behaviour. Your surfing behaviour remains entirely anonymous. Data from contact forms are never processed or stored in Analytics.

Google Analytics makes use of a cookie: a small file that is stored on your computer. VP IT Support does not use any other cookies.

This Privacy Statement also applies to other employees or officers of your organisation

If your organisation provides us with personal data of employees or officers, we assume that you have informed them of our Privacy Statement.

How long does VP IT Support keep personal data?

We keep your personal data no longer than necessary. The exact time limit depends on the purpose for which we obtained or collected the data. We must furthermore comply with statutory obligations, if any, to keep data. In any event, VP IT Support keeps your personal data for the duration of the agreement and for a minimum period of seven years after the end of the agreement. If we have not entered into an agreement with you, we keep your personal data, in principle, for a period of seven years after obtaining those data, unless we are required by law to keep your personal data for a longer period.

If you have any questions on this point, please contact us at privacy@vpitsupport.nl.

Sharing and processing of personal data by VP IT Support with third parties

VP IT Support uses third parties in providing its services, namely an administrative office and a web designer/website host. Those parties have access only to the personal data that they need to perform their work.

VP IT Support has entered into a data processing agreement with those that parties that contains agreement on the processing of your personal data. That agreement includes guarantees to protect your privacy, such as the protection of the software used and confidentiality provisions. VP IT Support has thereby taken appropriate technical and organisational measures to protect your personal data against loss and against any form of unlawful processing. All information is handled confidentially and is kept on secure servers.

We do not disclose your personal data to third parties in any other manner. The personal data with which you provide VP IT Support is therefore otherwise used by VP IT Support only, unless we are required by law to disclose your data. If we nevertheless wish to share your personal data at any time without being required to do so by law, we will do so only after obtaining your prior consent.

Access to, rectification of and removal of personal data

You have the right to access, rectify or remove your personal data. You furthermore have the right to withdraw your consent, if any, given for data processing, or to object to the processing of your personal data by VP IT Support, and you have the right to data portability. This means that you may request us to transmit the personal data that we have on you in a computer file to you or to another organisation named by you.

You may send your request to access, rectify or remove your data, your data portability request, your request to withdraw your consent or your objection to the processing of your personal data to privacy@vpitsupport.nl.

To be certain that the request for access has been made by you, we request you to enclose a copy of your ID with your request. You may render your passport photograph, the MRZ (machine readable zone: the strip with numbers at the bottom of your passport), your passport number and your citizen service number (*BSN*) illegible in the copy, to protect your privacy. We will reply to your request as soon as possible, but in any event within four weeks.

Right of complaint

Please note that you may file a complaint with the national supervisory authority, the Dutch Data Protection Authority. You may file a complaint via the Data Protection Authority's website at this link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How does VP IT Support protect personal data?

We take the protection of your data seriously and take appropriate measures to avoid abuse, loss and unauthorised access, disclosure and alteration. If you nevertheless believe that your data are not properly protected or if there is any indication of abuse, please contact us at privacy@vpitsupport.nl

We have taken the following measures to protect your personal data:

- We use at least WPA2-Proof passwords to secure our electronics.
- We use two-step verification where possible.

- We send all emails in encrypted form, using SSL certificates.
- Our server and backups are located in physically locked rooms.
- Our mobile devices are secured by means of passwords, track & trace software and blocking systems, and can be erased remotely in the event of theft or loss.

Changes in the privacy and cookie policy

Our privacy and cookie policies may be broadened or changed in the near future. We therefore advise you to regularly check this page to see if any changes have been made. If those changes are of a very drastic nature, we will ensure that they are clearly communicated.