

# PRIVACY STATEMENT TRUCKSSUPPLY

## Introduction

Truckssupply takes your privacy very seriously and shall handle your personal data with the utmost security and care. In this Privacy Statement you will learn how we handle your data as well as learn about your rights concerning our processing of your data. We advise that you read this Privacy Statement thoroughly. Should you have any questions or remarks, please contact us at [info@truckssupply.nl](mailto:info@truckssupply.nl).

## Who is Truckssupply?

Truckssupply is the vennootschap onder firma Truckssupply V.O.F., with registered office at (4704 SP) Roosendaal listed at the Traderegister of the Dutch Chamber of Commerce under 81056370.

Truckssupply is as the controller ultimately responsible with regard to the processing of your personal data.

Truckssupply has appointed a data protection officer. You may contact J. Snoek at [info@truckssupply.nl](mailto:info@truckssupply.nl).

## How does Truckssupply use your personal data?

Underneath you will find an overview of the purposes for the processing of your personal data. You will also find a specification of which data Truckssupply uses for that specific purpose, the legal justification, and the amount of time Truckssupply keeps this data. For clarity's sake, we have categorised the purposes.

### *Services, customer management and financial administration*

|                 |  |
|-----------------|--|
| Purpose:        | Invoicing  |
| Information:    | Company name, Billing address, Bank details, Outstanding balance |
| Legal basis:    | Legal obligation   |
| Storage period: | maximum 1 year   |

|                 |   |
|-----------------|---|
| Purpose:        | Order Management  |
| Information:    | Home address, Delivery address, Billing address, Email, Phone number, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number |
| Legal basis:    | Necessary for the performance of a contract   |
| Storage period: | maximum 1 year  |

Purpose: Handling complaints about the product  
Information: Home address, Delivery address, Billing address, Email, Phone number, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number  
Legal basis: Necessary for the performance of a contract  
Storage period: maximum 1 year

Purpose: Providing the service itself  
Information: Home address, Email, Data necessary to provide the service  
Legal basis: Necessary for the performance of a contract  
Storage period: maximum 1 year

Purpose: Handling complaints about the service  
Information: Home address, Email, Data necessary to provide the service  
Legal basis: Necessary for the performance of a contract  
Storage period: maximum 1 year

Purpose: CRM  
Information: Name, Username, Email, Location, Order history, Social media account, Browser, OS, User ID, Phone number, Profile photo  
Legal basis: Legitimate interests  
importance: Commercial interests  
Storage period: maximum 2 years

### *Marketing*

Purpose: Direct marketing  
Information: Name, Home address, Email, Phone number, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

Purpose: Affiliate marketing  
Information: Name, Home address, Email, Phone number, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

Purpose: Newsletter

Information: Name, Home address, Email, Phone number, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address  
Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

Purpose: Retargeting  
Information: Name, Home address, Email, Phone number, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address  
Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

Purpose: Social media marketing  
Information: Name, Home address, Email, Phone number, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address  
Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

Purpose: Behavioural targeting  
Information: Name, Home address, Email, Phone number, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address  
Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

Purpose: Loyalty program  
Information: Name, Home address, Email, Phone number, Click behaviour, Online behaviour, Interest in a product, Social media account, User ID, Order history, Billing address  
Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

### *Website*

Purpose: Website analytics  
Information: Online behaviour, Location  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests

Storage period: maximum 2 years

Purpose: A/B testing  
Information: Online behaviour, Location  
Legal basis: Legitimate interests

Interest concerned: Commercial interests  
Storage period: maximum 2 years

Purpose: Account  
Information: Name, Address, Email, Username, Password, User ID, Message content  
Legal basis: Necessary for the performance of a contract  
Storage period: maximum 2 years

Purpose: Submitting reviews or messages  
Information: Name, Address, Email, Username, Password, User ID, Message content  
Legal basis: Necessary for the performance of a contract  
Storage period: maximum 2 years

Purpose: Chat feature  
Information: Name, Address, Email, Username, Password, User ID, Message content  
Legal basis: Necessary for the performance of a contract  
Storage period: maximum 2 years

### *Research and Development*

Purpose: Market research  
Information: Habits, Lifestyle, Social contacts, Property, Travel behaviour, Online behaviour, Home address, Email, Phone number, Health information, Behavioural data  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

Purpose: Scientific research  
Information: Habits, Lifestyle, Social contacts, Property, Travel behaviour, Online behaviour, Home address, Email, Phone number, Health information, Behavioural data  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: maximum 2 years

### **How did Truckssupply obtain your personal data?**

Truckssupply has obtained your data because you have provided this data to us.

## **What are your rights?**

Under the European General Data Protection Regulation you have a number of rights with regard to your data and the processing thereof:

### *Access*

You may access your personal information and make any necessary changes in your account. If you would like to see which personal data Truckssupply has obtained about you, you may exercise your right of access by submitting a request to Truckssupply.

### *Making changes*

If you wish to make changes to the personal information that you have seen as a result of a request for access and you are unable to make the changes yourself in your account, you may request that Truckssupply makes these changes for you. You may request that Truckssupply modifies, corrects, supplements, erases or shields your information.

### *Restriction of processing of personal data*

You also have the right, under certain conditions, to ask Truckssupply to restrict the processing of your personal data.

### *Right to object*

If processing of your data takes place on the grounds of 'legitimate interest' by Truckssupply or a third party, you have the right to object to that processing.

### *Portability of data*

You have the right to obtain your personal data from Truckssupply. Truckssupply will provide this in a structured and commonly used format, which can easily be opened using commonly used digital systems.

### *Withdrawing consent*

When the legal basis for a particular processing is your explicit consent, you have the right to withdraw that consent. This does not affect past processing, but does mean that we will no longer be allowed to process this data in the future. It may also result in Truckssupply no longer being able to provide you with certain services.

### *Response from Truckssupply*

A request can be sent to [info@truckssupply.nl](mailto:info@truckssupply.nl). Truckssupply will comply with your request as soon as possible and in any case no later than one (1) month after Truckssupply has received such a request. If Truckssupply rejects your request, we will indicate in our reply why the request was rejected.

### **Recipients of your personal data**

It is possible that Truckssupply is required to submit your data to a third party, for example to fulfil a legal obligation.

### **Transfer to third countries or international organisations**

It may be necessary, for instance for technical and operational reasons, to transfer your (personal) data to affiliates of Truckssupply located outside the European Economic Area. Due to the possibility that the regulations in the area of privacy protection do not offer the same protection as within the European Economic Area, Truckssupply will use the EU Model Clauses to protect your privacy as much as possible. If that is not possible, Truckssupply will ask your consent to transfer your (personal) data to countries that do not maintain an adequate protection level. You may withdraw your consent at any time.

### **Can changes be made to this Privacy Statement?**

This Privacy Statement is subject to changes. We therefore advise you to regularly read the Privacy Statement for any such changes.

### **Questions, remarks, and complaints**

If you have any questions regarding this Privacy Statement or the way in which Truckssupply uses your data, you can send an e-mail to [info@truckssupply.nl](mailto:info@truckssupply.nl). If you have a complaint about the way your data is processed, please send an e-mail to [info@truckssupply.nl](mailto:info@truckssupply.nl). Furthermore, you always have the right to contact the competent national data protection authority. In The Netherlands, this is the [Autoriteit Persoonsgegevens](https://autoriteitpersoonsgegevens.nl).