

Privacy statement

This privacy statement explains what Industrieschap Medel ("IM") does with your personal details. IM processes personal details. IM considers due care in the processing of personal data of paramount importance. We, therefore, ensure that all personal details are processed and secured with due care and attention. We do this in accordance with the requirements imposed by the Personal Data Protection Act (and after 25 May 2018, the GDPR). IM is responsible for data processing. This privacy statement explains which personal details we collect and use and what we use those details for.

The processing of your details

IM processes your personal details because you make use of our services and/or you have provided them to us yourself. An overview of the personal details we process is set out below:

- first name and surname
- address details
- telephone number/numbers
- e-mail address
- your bank account number, if so required

Your personal data is processed within the EU only.

What do we do with your details?

We use your details for various purposes, which are set out below. We use the details we receive from you but also details we have collected ourselves, such as details about your visit to our website.

- In order to be able to enter into a relationship with you: if you show an interest in us or if you wish to become a customer of IM, we need your personal details. For instance, we need to be able to assess if we can accept you as a customer and whether we can offer you the best possible service.
- In order to maintain the relationship with you and to perform instructions: if you are one of our customers, we do, of course, want to offer you a good service. To that end, we process personal details. We use details in order to maintain contact with you.
- To develop and improve our services: in order to continue to offer you a good service, we work on the development and improvement of our products. All the time.
- For promotional and marketing purposes: we process your personal details for promotional and/or marketing purposes. One example is to inform you of a new product that may be of interest to you or to be able to anticipate your wishes better.

- For our business operations: as a service provider, we think it is important and necessary to have a good idea of our customer relations. To that end, we process personal details.
- For archiving purposes: we do not collect more personal details than is required for the purposes set out above. If we do not retain the details for those purposes, we may still keep them for archiving purposes. This means they will only be used for legal proceedings or for historical, statistical or scientific purposes.
- To optimise our services: IM collects anonymous information about the use of this website in order to measure website statistics. By analysing the collected information, IM can improve the website and further optimise its services. The information that is collected is not used for any other purposes and it is not disclosed to third parties. It concerns your IP address, the address of your Internet provider, the browser you use (such as Internet Explorer or Firefox), the time and duration of your visit and the pages you have visited. Medel.nl uses temporary session cookies. These cookies are only used for the load balancer and they are deleted some time after your website visit. Cookies only contain a unique number, no personal details. IM does not use IP addresses and cookies to identify you as a person. Cookies cannot be used to identify you on third-party websites. If you object to the use of cookies, you can change the settings in your browser.

Special personal data

Special personal data is sensitive data. This concerns information about your health, a criminal record, ethnic details or information about race or citizen service number [BSN]. IM does not process this data. We only process special personal data if we have to by law, with your consent or when you ask us to. If you ask us to document special personal data about you or if you disclose this data yourself, we will only process it if this is required for our services.

Disclosure to third parties

IM processes your details. Your details are explicitly not disclosed to third parties unless you have given your permission or if IM has to by law.

Security

We take security measures in order to prevent misuse of and unauthorised access to personal details to the greatest possible extent. Together with sub-processors, IM is responsible for appropriate organisational and technical security of its databases that store your personal details.

This way, we guarantee that these details are accessible only to persons who are appropriately authorised by virtue of their jobs and that the details can only be used for the purposes for which they were obtained.

Inspection of and changing your details

If you have any questions about our privacy policy or with regard to inspecting and changing (or removing) your personal details, you can contact us at any time. If (some of) your details are incorrect or if you wish to inspect them or have them removed, please contact us at info@medel.nl.