

Privacy statement

B.V. Technisch Bureau Duspra (hereinafter referred as Duspra) respects your privacy and will handle the processing of your personal data according to the General Data Protection Regulation. This privacy statement describes how Duspra handles your personal data.

Purposes of data processing

Your personal data will be processed before establishing contact or strengthen the relationship. You decide to which level our relationship goes.

For each service, we ask certain information from you. The required fields are marked with *.

In the paragraphs below, we explain why we ask for your data and for which purpose. If, after previous contact, you no longer appreciate that we have your data. You can always state this. We will stop processing and destroy the data where possible.

Current customers

If your organization is a customer at Duspra, your data will be processed as part of the further processing of your order. Data such as contact and invoice details. Additional information about your organization is not required and will only be used to improve our services.

Web order

When you have placed a web order, we will ask for certain data for processing your order. Your data will be saved in our ERP-system to keep track of your order history and contacting you regarding your order. Your data will only be shared with third parties if necessary. You can read in paragraph “retention periods” how long your data will be saved.

Order processing and payments

Web orders are paid in advance. The payments are processed by a third party that is supervised by the Dutch Central Bank. They only have your payment details, which are necessary to carry out the transactions. When you are ordering by phone or by e-mail, the payment is settled internally. Your contact- and invoice details are saved in our ERP-system.

Free quote or contact request

When you request a free quote, we will ask for your company name, contact, phone number and e-mail address. These data will be saved in our ERP-system and will be used to contact you during or after the submission of the quotation. Less information is requested for the contact form. This data is only necessary to contact you and will not be stored. You can read in paragraph “retention periods” how long your data will be saved.

Newsletter

You can subscribe to our newsletter on www.duspra.nl. When you are a buying customer, we are allowed to send you newsletters without subscribing. You can unsubscribe at all times by using the unsubscribe link at the bottom of every newsletter. To create a newsletter, we are using a tool.

Therefore we have to share your e-mail address with a third party, with whom we have a processing agreement. This third party does nothing with your data, except for sending out our newsletter(s). You can read in paragraph “retention periods” how long your data will be saved.

Transport

To deliver your order, we have to share your address details with the carrier/transporter and his or her contact. For regular deliveries we only share your delivery address. For special deliveries we also need a contact, phone number and loading/unloading time.

Retention periods

The data you enter in our website will be saved with a maximum of 3 months. Other data will be saved in our ERP-system as long as we deem necessary, unless you indicate otherwise. When you subscribe to our newsletter, we save your E-mail address until you unsubscribe.

Cookies and IP-addresses.

We only use functional and analytical cookies.

The functional cookies are necessary to browse websites. It is impossible to place orders or make payments electronically without them. Your IP-address is anonymous and will not be retained. Analytical cookies collect information on visitor behavior (e.g. the pages you view most often) to optimize the website experience. These cookies are not used to store any personal information that could reveal your identity and all data remains anonymous.

Inspection, correction and right of objection

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you like to have more information about our privacy policy, or a request for inspection, correction or removal, please contact us in writing or by telephone. Our contact details are below.

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Changing the privacy statement

B.V. Technisch Bureau Duspra keeps the rights to change the privacy statement at all times. Changes will be published to our website; www.duspra.nl. You will find the publication date at the bottom of the privacy statement.

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