

Privacy statement

VFA Solutions B.V. VFA Solutions B.V., situated at Admiraal de Ruyterstraat 2 3115 HB Schiedam, Netherlands, is responsible for the processing of personal data as shown in this privacy statement.

We believe privacy is very important and ensure that the personal information you share with us is handled with care. In this privacy statement we are happy to explain how we do this. If you have any questions about this, we will gladly help you. You can reach us via info@vfa-solutions.com.

Contact details:

VFA Solutions B.V.
Admiraal de Ruyterstraat 2
3115 HB Schiedam
The Netherlands
+31 (0)88 427 5000

Personal data that we process

VFA Solutions B.V. Processes your personal data after you use our services and / or after you provide it to us.

Below we listed an overview of the personal data that we process. The data we process depends on the product or service that you purchase from us:

- First and last name
- Gender
- Address data
- Phone number
- E-mail address
- IP address (the last octet of the IP address is masked)
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone
- Location data
- Information about your activities on our website
- List of contact details of the customer via an app
- Internet browser and device type
- Bank account number

Processing special and/or sensitive personal data

Our website and / or service does not intend to collect data about website visitors who are younger than 16 years. Unless they have permission from parents or guardians. However, we cannot check if a visitor is older than 16. We encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us via info@vfa-solutions.com and we will delete this information.

To what goal does VFA Solutions processes personal data

We process personal data for the following purposes:

- To handle your registration and / or payment after you have purchased a product or service
- To be able to call or e-mail you if this is necessary to carry out our services
- To deliver goods and services to you
- To inform you about changes to our services and products
- To send newsletters and mailings for which you have registered yourself
- To create an account for you after you have registered yourself
- In order to improve our website and tailor the range of products and services to your preferences, we analyze your behavior on our website.
- To comply with legal obligations, such as the processing of data that we need for our tax return.

Automated decision-making

VFA Solutions B.V. does not make decisions based on automated processing (algorithms) that can have adverse consequences for you.

How long we store personal data

It is not allowed to store personal data longer than necessary. The retention period depends on the purpose for which we have received or collected the data and any legal obligations to retain data. If you have any questions about this, please contact info@vfa-solutions.com.

Sharing personal data with third parties

We share your personal data with business partners and third parties if this is necessary for the execution of the agreement and to comply with any legal obligation. We do not sell data to third parties.

Companies that are commissioned by us to process your data, have signed a processor agreement to guarantee the same level of security and to safeguard the confidentiality of your data. We remain responsible for these processing operations.

Cookies, or similar techniques, that we use

A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website.

We use technical, functional and analytical (Google Analytics) cookies that do not infringe your privacy. We anonymise IP addresses and we do not share our Analytics data with Google itself. We have entered into a processor agreement with Google, have discarded "data sharing with Google" and do not use other Google services in conjunction with the Google Analytics cookies.

The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and remember, for example, your preferences. We can also optimize our website with this. You can opt out of cookies by registering in your internet browser that it does not store cookies anymore. In addition, you can also delete all information previously saved via the settings of your browser.

On your first visit to our website we have informed you about these cookies and we have asked for your permission to place them.

You can also opt out of cookies from all websites by setting your internet browser to prevent it from storing cookies ([Chrome](#), [Internet Explorer](#), [Firefox](#) en [Safari](#)). In addition, you can delete all information previously saved via the settings of your browser.

View, modify or delete data

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by VFA Solutions B.V. and you have the right to data portability. This means that you can submit a request to us to send the personal information we have (in a computer file) to you or another organization mentioned by you.

You can send a request for access, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to info@vfa-solutions.com.

To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make sure you black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) in this copy. This is to protect your privacy. We respond as quickly as possible, but within four weeks, at your request.

VFA Solutions B.V. also points out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority.

How we protect personal data

VFA Solutions B.V. takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not secure or that there are indications of abuse, please contact our customer service or via info@vfa-solutions.com