

Privacy Statement

This is the Privacy Statement of Quistor.

This Privacy Policy describes how we collect, use, and share your Personal Data (hereinafter also "data").

What do we use your Personal Data for?

We use your Personal Data for the following purposes:

- For identification purposes;
- For addressing with correct title;
- To be able to conduct our administration;
- To be able to communicate with you;
- To be able to process payments, for invoicing and keeping track of our (financial) administration;
- To be able to provide support/maintenance to our customers;
- To approach you by telephone about our offers, news, information and customer surveys;
- To personalize your experience. Your information helps us to better respond to your individual needs;
- To process transactions;
- To send periodic emails. The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.;
- To create and analyze visitor statistics;
- To follow the surf/click behavior on our website and thus improve our website, make it more user-friendly and more interesting;
- To maximize user experience;
- To maximize the usefulness of our offerings;
- To ensure the high standard of our services that your company needs;
- To predict and analyze your future needs.

“Legal bases” for the use of your Personal Data

Quistor only uses your Personal Data based on the following legal bases:

- Your permission;
- The data is required for performance of the agreement that we have with you, or to which you're a party;
- The data is required to comply with our legal obligation;
- The data is necessary for our legitimate interest, or that of another party.
It concerns the following "legitimate interests":
 - Our interest in maintaining a (commercial) relationship with our customers/relations;
 - Our commercial interest to gain more insight into our users and customers and their wishes;
 - Our commercial interest in providing good support (service) to our customers/relations;
 - Our interest in securing the data of our customers and other relations;
 - Our commercial interest regarding providing (direct) marketing activities.

Are you obliged to provide your Personal Data?

Yes, sometimes we ask you to provide certain data. If you don't wish to provide us with the data, we can't conclude the agreement with you.

We need the data in order to be able to enter into an agreement with you and to execute this agreement.

We also need the data to comply with our legal obligations.

Transfer of Personal Data to third parties

In principle your Personal Data will only be processed by Quistor, however we engage third parties to provide services to you.

We may share your Personal Data with such third parties, which are subject to obligations consistent with this Privacy Statement and any other applicable confidentiality and security measures.

These third parties may process your Personal Data only on the condition that they use your data only on our behalf and pursuant to our instructions.

We may share your Personal Data to the following third parties:

- ICT companies. We use ICT companies, such as website administrators and hosting companies, which store and manage the Personal Data. These ICT companies are located in and outside the European Economic Area (EEA);
- Group companies. We pass on the data to our group companies for the aforementioned purposes. These group companies are located in The Netherlands, Spain and United Kingdom;
- Accountants. We must pass on the information in our financial administration to our accountants. Our accountants are based in The Netherlands, Spain, Belgium, France, Italy, United Kingdom and the Czech Republic;
- Debt collection agency. We can hand over a due and payable claim (invoice amount) to a collection agency. If doing so, we will only transfer the necessary data for the execution of the collection activities. The debt collection agency will then be located in The Netherlands, Spain, Belgium, France, Italy, United Kingdom or the Czech Republic;
- Government agencies. We may be required to provide Personal Data to government agencies. These government agencies are located in The Netherlands, Spain, Belgium, France, United Kingdom or the Czech Republic;

Transfer of Personal Data outside the European Economic Area (EEA)

Some of the third parties described in this privacy statement, which provide services to us under contract, are based in outside the European Economic Area and in other countries that may not have equivalent privacy and data protection laws to the country in which you reside. When we share information with these parties we make use of the EU-U.S. Privacy Shield Frameworks, European Commission-approved standard contractual data protection clauses, binding corporate rules for transfers to data processors, or other appropriate legal mechanisms to safeguard the transfer.

Personal Data received from other parties

We may receive Personal Data from the following parties:

- LinkedIn. This is an online social network, which is established in the United States;
- Dun&Bradstreet. This is a company that provides commercial data, analytics and insights for business. This party is established in The Netherlands;
- Hubspot. This is an inbound marketing software platform, which is established in the United States;
- Hunter. This company is integrated with Hubspot and is established in the United States;

- Facebook. This is a social network site and is established in the United States;
- Twitter. This is a social network site and is established in the United States;
- YouTube. This is a video-sharing website and is established in the United States.

We may receive the following Personal Data from these third parties:

- First name and surname;
- Address (street name, house number, postal code, city and country);
- Telephone number (mobile);
- Job title;
- E-mail address.

Data retention

Your Personal Data will only be retained by Quistor for as long as required for the purposes for which it was collected or as required by law.

In general, we use the following retention periods:

Category	Retention period
Customer details (name and address, email address, telephone number)	Up to 2 years after last transaction
Invoice data, transaction data and other financial data	7 years based on the statutory tax retention obligation
Data in the administration	As long as you've an agreement or other relationship with Quistor and up to 2 years thereafter
Account information (login name, passwords)	As long as you've the account
Social Media login data	Up to 1 year after last visit website
Correspondence	As long as you've an agreement or other relationship with Quistor and up to 2 years thereafter
IP address	Up to 6 months after last visit website
Information about surfing behavior website	Up to 6 months after last visit website
Cookie ID's	Check our Cookie declaration for relevant terms
Location data	Up to 3 months after data has been generated
Information about credit checks	Up to 6 months after last review
Information you enter on the website to show on the website	As long as the information is relevant to show on the website
Information related to legal procedures	As long as necessary for conducting the legal procedure or for establishing our rights in legal proceedings

Your rights

In any case, based on legislation, you have the following rights with regard to your Personal Data:

- to request a copy of your Personal Data;

- to request access (insight) of your Personal Data;
- to receive information about the processing of your Personal Data;
- to have incorrect data corrected;
- to complete incomplete information, given the purposes for which the data are collected and/or used;
- in certain cases to have your Personal Data deleted;
- in certain cases to "limit" your Personal Data;
- in certain cases to object to the use (processing) of your Personal Data;
- if you've given permission for the use of your Personal Data, to revoke that permission. The withdrawal then applies to future use of your Personal Data;
- if you've supplied the Personal Data yourself or if you've created Personal Data (for example based on your use of our services), and you've given permission for this, or the Personal Data are required for the execution of the agreement, and if the data are processed electronically: to get your Personal Data in a structured and common format and, if technically possible, transfer these data to another party in such a way;
- submit a complaint to the competent privacy supervisor (this may be the supervisor in the country of your habitual residence, the country where you perform your work or where the (alleged) breach is made of the privacy legislation).

You're entitled to contact us via the contact details listed under "In case of questions or complaints"

In certain cases we may have the right to refuse your request. In that case we'll explain to you why we've rejected the request. It's possible we're no longer able to execute the agreement with you, if we don't have certain data from you. If needed we'll explain this to you.

If we use your information for direct marketing purposes and you ask us to stop using it, we will do so.

In electronic commercial messages, an unsubscribe button is always included, so you can unsubscribe from receiving those messages.

In telemarketing, we will point out your right to unsubscribe via the "Don't call me register" during each call. In addition, you've also the right to ask us not to be contacted by phone, which request we'll comply with.

Changes to this Privacy Statement

We may revise this Privacy Statement from time to time. The most current version of the policy will govern our use of your Personal Data and will always be available on our website. If we make a change to this Statement that, in our sole discretion, is material, we will notify you via an update on the website or an email to the email address associated with your account. By continuing use our Services after those changes become effective, you agree to be bound by the revised Privacy Statement.

Contact us

Quistor welcomes questions or comments about this Privacy Statement.

If you have questions or complaints about the use of your Personal Data, please contact:

Quistor
+31 164 213 300

You can also contact our legal department directly via contracts@quistor.com