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## Privacy statement

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This privacy statement applies to all site visits, transactions and agreements with Heatpoint BV (Chamber of Commerce number 30146922), Landzigt 32 A, 3454 PE De Meern ([www.heatpoint.nl](http://www.heatpoint.nl)).

### *Basis for processing personal data*

Heatpoint BV processes your regular personal data according to the legal bases of the GDPR legislation. On the basis of this legislation, we invoke (one of) the following legal bases

- Consent of the person concerned (newsletters, agreements)
- Necessary for the execution of agreements
- Necessary for compliance with our legal obligations
- Representing legitimate interests (processing agreement / personnel administration)

### *Purpose of processing*

Heatpoint BV processes your personal data for:

- the execution of agreements, transactions and services
- customer relations management
- newsletters
- product and service development
- administrative purposes
- determining strategy and policy
- personnel administration
- application procedures
- quotations

Heatpoint BV processes personal data that is necessary to execute agreements. This data has been collected via an agreement or you have already passed it on with a previous agreement. We will send an order confirmation and an invoice. By placing an order, you also give permission to use the personal data provided by you for administrative processing. We cannot be of service without processing this information.

Everyone can sign up for our newsletter, we will send you regular news by e-mail. These letters contain invisible codes that allow us to track how many people read our newsletter and which topics are clicked on. We do not register anything or anyone by name, we only use general information to

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improve our newsletter. You can also easily unsubscribe from the newsletter via a link at the bottom of the newsletter.

When you visit our website, no personal data will be collected by us without your permission. We do record data that does not contain personal information. This is to gain insight into the way in which our website is used (cookies).

#### *Providing personal data*

Heatpoint BV needs your data to keep records and administration, to contact you in order to fulfill our obligations from the agreements made and to store correspondence data.

If you would not provide information, we would not be able to do our job and we would not be able to provide you with proper service. As a result, the provision of personal data is a condition when entering into an agreement with us.

In addition, we use your data to contact you to discuss your order/reservation, and other subjects you might appreciate; customer satisfaction, changes to an order of other, quotations (unless you have indicated that you do not wish to receive quotations, etc.).

#### *Recipients of Personal Data*

Heatpoint BV processes your data in a database, which we only use for the processing and development of our products and services. Our database is well secured according to European standards.

A limited part of personal data will be provided to third parties for purposes that are necessary to provide our services and to comply with the agreement made.

We have processing agreements with these third parties.

#### *Provision to third parties*

Your personal data will not be provided to third parties without your explicit consent, unless necessary to execute a relevant agreement, provide a specific service or when required by law. Your personal data will never be provided to third parties outside the EU.

#### *Retention of data*

We will keep your data in our archives for as long as necessary for the processing and execution of our agreement and according to legal retention periods. Newsletter data will be kept for as long as you have given permission, as soon as we have received an unsubscription from a newsletter, we will delete the data.

We will not store your data longer than necessary.

When applying for a job, we will keep your personal data for as long as necessary for the application procedure. If no relationship is established, we will delete your data or ask permission to retain your data for a longer period.

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### *Data security*

Heatpoint BV uses studious security procedures for the protection of processed data, among other things to prevent unauthorized persons from gaining unintentional access to this data. We use an SSL security certificate.

Our website is maintained by a Dutch internetcompany. This company has properly secured the servers. Your data is secured in accordance with the applicable safety standards.

### *Social Media Buttons*

We have a number of Social Media Buttons on our website;

- Facebook
- Twitter
- LinkedIn

As soon as you click on the link, the privacy rules of the concerning Social Media Platform apply.

### *Cookies*

Heatpoint BV uses cookies on its website, for more information we refer you to our cookie statement.

Our internet pages contain links to other websites. Heatpoint BV is not responsible for the privacy policy of websites that are not under our management. In this situation, we refer you to the privacy statement of the concerning website.

### *Data breach notification obligation*

In the event of a data breach, Heatpoint BV will immediately report this to her internet agency, who will further report to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) in accordance with the GDPR. A data leak is a breach of security of personal data (hack). All those involved will also be informed about the data leak and an assessment will be made of the risk involved in the resulting data leak.

### *Recht Inzage, rectificatie, wissen en bezwaar*

You may ask Heatpoint BV for insight in the data stored about you. You can also request us to change, supplement or delete this information. You can do this by contacting us at [info@heatpoint.nl](mailto:info@heatpoint.nl). Your request will be tested for legal reasons before deleting the data.

You can object to the processing of your data or you can withdraw your consent to process data. We will review your objection/revocation, i.e. whether your objection does not interfere with processing purposes.

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If you have any complaints about the processing of personal data, you can address your complaint to: [autoriteitpersoonsgegevens.nl](mailto:autoriteitpersoonsgegevens.nl)

#### *Automated decision making*

Heatpoint BV uses automated decision-making with regard to testing the solvency of our customers. There is a possibility that we will investigate the solvency before work is carried out. If there is a negative result from this investigation, we can choose to dissolve the agreement. We can also choose, in the event of poor solvency, to carry out proceedings step by step, whereby payment in advance may be a condition.

#### *Changes*

Heatpoint BV reserves the right to make changes to this privacy statement, for example due to new legal developments or online services. The most recent privacy statement can be found in the footer of our website: [www.heatpoint.nl](http://www.heatpoint.nl).