

PRIVACY DECLARATION

YOUR PRIVACY

CTV Group B.V. (CTV) considers proper handling of personal data to be of great importance. Therefore, in this privacy declaration, we want to give you clear and transparent information on how CTV processes personal data of stakeholders including relations and visitors of our website. Naturally, personal data are handled and secured with the utmost care. In doing so, CTV complies with the General Data Protection Regulation (GDPR) and the GDPR Implementation Act.

THIS MEANS THAT (CTV):

- clearly states - through this privacy declaration - the purposes for which we process personal data;
- limits the collection of personal data to only the personal data necessary for those purposes;
- processes your personal data to carry out our primary business processes and request your consent in cases where such consent is required;
- takes appropriate security measures to protect your personal data and require the same from parties processing personal data on our behalf;
- respects your rights to provide access to, correct or delete your personal data at your request. Responsible for data processing is CTV, Ankerkade 20, 5928 PL Venlo;
- the privacy declaration also applies to its subsidiaries: CTV Venlo B.V., CTV Duisburg GmbH and CTV Basel-Pratteln AG.

WHAT DATA WE COLLECT

We collect the following data from you as a visitor to this website:

- Your IP address;
- Which pages you visit and the duration of these visits;
- Which browser (version) you use;
- Via which device you visit the website (e.g. mobile or desktop).

FOR WHAT DOES CTV PROCESS YOUR PERSONAL DATA

- There are various purposes for which CTV collects and processes your personal data. In the context of our services, CTV collects and processes contact details, including names, functions, address details, business and/or professional interests, business landline and mobile telephone numbers and business email addresses:
- When you purchase products and/or services from CTV. This can be done via our logistics or sales departments, our website and/or in personal contact with a representative of our companies;
- When you have contact with CTV. This contact can be by telephone, but this also includes the following if you approach us by e-mail: fill in one of our web forms, use a chat function and/or messaging services, participate in surveys, research, register for information meetings, use our websites, log in to your and our accounts, sign up for newsletters or approach us via social media;
- For internal analyses for process improvement, product and service development and market research;
- To keep relations and its employees informed about our (new) products and services, directly but also, for example, through campaigns via social media, in which CTV tries to take into account preferences based on products and/or services purchased and interests based on the use of our websites or business logistics and/or sales platforms recorded with your consent.

PROVISION OF INFORMATION

We will use your email address to send you information about (new) products and services by CTV if you have given your consent. You can withdraw your consent at any time by sending an e-mail to CTV, stating GDPR, venlo@ctv-transport.com.

PUBLICATION

We treat your information confidentially and will not publish it

PROVISION OF PERSONAL DATA TO THIRD PARTIES

We will only provide your data to third parties if this is necessary to provide a product or service agreed with you or your business. To protect your rights, we conclude a processing agreement with these third parties (partners). Our website contains measuring tools from other parties, such as cookies from Google Analytics. Data is automatically shared with this company and we do this to track how visitors use our website. We use this knowledge to optimise our website for our visitors.

We use Google Analytics cookies and have a processing agreement with Google. We have masked the last octet of the IP address. Data is not shared and we do not use any other Google services in conjunction with the Google Analytics cookies.

SECURITY

To prevent unauthorised access to your personal data, CTV uses technical and organisational security procedures. These procedures guarantee an appropriate level of security given the types of processing and the nature of the personal data to be protected.

CHANGES TO THIS PRIVACY DECLARATION

CTV reserves the right to make changes to the privacy declaration and cookie policy. We therefore advise you to regularly check this page for changes. If CTV makes a significant change, which affects the way CTV processes your personal data, we will make this known through a message on our website(s) or a mailing.

QUESTIONS, INSPECTION OR REQUEST TO CHANGE YOUR DATA

If, after reading, you have any questions or comments about our privacy policy, or would like to use your right to inspect, correct or delete your personal data, please address them to:
email: venlo@ctv-transport.com.