

Privacy declaration

This privacy statement was last modified on 12-03-2021.

The website of Hendor Pompen BV (hereafter: Hendor) processes privacy-sensitive data or personal data. Hendor considers a careful handling of personal data of great importance. Therefore, personal data is carefully processed and secured by us. In our processing we comply with the requirements set by the privacy legislation. That means, among other things, that:

- it clearly states the purposes for which Hendor processes personal data. This is done through this privacy statement;
- the collection of personal data is limited to only the personal data that are necessary for the purposes for which they are processed;
- Hendor asks you for explicit permission to process your personal data in cases where your permission is required;
- Hendor does not pass on your details to third parties, unless this is necessary to provide the requested service or when Hendor is legally obliged to do so;
- Hendor takes appropriate security measures to protect your personal data and Hendor also requires this from parties that process personal data on behalf of Hendor;
- your right to provide your personal data on request, for example for inspection, correction or removal, is respected.

In this privacy and cookie statement we explain which personal data we collect and use and with which goals and which use we make of cookies. We advise you to read this statement carefully.

Use of personal data

When you visit our website, fill in the leaflet-, or invoice request, or contact page, or via other functions of our website, you leave certain personal information with us. You may also have provided data to us by telephone or email. We collect, store and use only the personal data that is entered by you directly or of which it is clear that they are provided to us to process.

We use the following data:

- Name and address details;
- Telephone number;
- E-mail address;
- Other contact details;
- Other information that you provide to us.

We use this data for the following purposes:

- Providing access to our websites;
- Using functionalities on our website;
- Offering our services;
- The inclusion of contact as requested;
- Recording telephone contact;
- Obtaining insight into the use of our website;
- Improving and evaluating our website and services;
- Providing access to Hendor applications.

Furthermore, we collect, analyze, and use indirect personal data for our website's functionality, and marketing purposes. Our methods and tools we use are described in this document in the section 'Cookies'.

Security of personal data

We take appropriate technical and organizational security measures to limit abuse of, and unauthorized access to, your personal data. For example, we use strict safety procedures and access control. Hendor also uses secure connections (SSL), which protect all information between you and the website.

Retention period

We do not store the data for longer than is necessary to achieve the objectives stated in this privacy and cookie statement. We use the statutory retention period of 7 years, depending on the data and documents. We only use this retention period when it comes to data that must be kept for so long according to the tax legislation. We keep the other data for 1 year after the end of the agreement.

Confidentiality and disclosure to third parties

We will maintain the confidentiality of your personal information. We do not provide the personal data we collect via our website to third parties for direct marketing purposes of these parties. Furthermore, we will not provide the information you provide to other parties, unless this is necessary in the context of the execution of the agreement or we may or must do so on the basis of the law.

Cookies

Cookies are used on the Hendor website. Cookies are also placed via third parties that are enabled by Hendor. You are free to disable cookies via the browser. Via the help function of your browser you can find out where you can disable cookies. Keep in mind that it is possible that our website will no longer work optimally. Our website uses cookies from and for the following parties:

Google

Through our website, cookies are placed and read from Google, as part of Google Analytics and Search Console. We use these services to keep track of and get reports on how our visitors use the website and how our visitors end up on our website via the Google search engine. We have made various arrangements with Google to protect your personal data, such as:

- we have created Google Analytics privacy-friendly;
- we have signed a processor agreement with Google;
- the last digits of your IP address are masked.

YouTube from Google

Through our website, cookies are placed and read from YouTube as soon as an embedded video is viewed. We have no further influence on the use of the data by Google and/or third parties. Read the privacy statement of Google (which can change regularly) to know what they do with your (personal) data that they process via these cookies. The information that Google collects through our website is transferred to and stored by Google on servers in the United States. Google claims to adhere to multiple frameworks of self-regulation, including the EU-US Privacy Shield Framework. Go to the Privacy Shield website for more information about the EU-US Privacy Shield program and to view Google's certification.

Hotjar

Through our website, cookies are placed and read from Hotjar. Via this analyzing tool, your use of our website can be registered and analyzed. We use Hotjar to audit the functionality and user-friendliness of our website. We have no further influence on the use of the data by Hotjar and/or third parties. Read the privacy statement of Hotjar (which can change regularly) to know what they do with your (personal) data that they process via these cookies.

Ipstack

Through our website, cookies are placed and read from ipstack. Via this application, we register your location. We use ipstack to gain more insight in our website audience, which grants us input for marketing purposes. We have no further influence on the use of the data by ipstack and/or third parties. Read the privacy statement of ipstack (which can change regularly) to know what they do with your (personal) data that they process via these cookies.

Third party websites

This privacy- and cookie statement does not apply to websites of third parties that are connected to our website by means of links. We cannot guarantee that these websites handle your personal data in a reliable or secure manner. We advise you to read the privacy statement of the websites of third parties before you visit these websites, or if you enter personal data there, for more information about the way in which they deal with your data.

Your rights with respect to your personal data

When you have provided us with personal data, you have the right to ask us for access to, correction, deletion or in some cases objection to, limitation or transfer of your data. You can submit this request by contacting us via our contact page or by contacting us by telephone on +31 497 339 389. To prevent abuse, we can ask you to adequately identify you.

Changes to this privacy and cookie statement

Hendor may change this privacy and cookie statement from time to time. Changes will be published on this website. It is therefore advisable to consult this privacy and cookie statement regularly, so that you are aware of these changes.

Contact information

If you wish to contact Hendor as a result of this privacy statement, this can be done through the contact details below.

Hendor Pompen BV
Leemskuilen 15
5531 NK Bladel
The Netherlands
Phone: +31 497 339 389
E-mail: info@hendor.com

Authority Personal Data

Of course, Hendor will gladly help you if you have complaints about the processing of your personal data. If, despite this, you do not come together with Hendor, you also have the right to file a complaint with the privacy regulator, the Dutch Data Protection Authority, on the basis of the privacy legislation. You can contact the Dutch Data Protection Authority for this.