

Privacy Policy 101 Solutions

General

This Privacy Policy applies to all our customers (current, former and future) and to all visitors to the 101 Solutions BV website(s).

101 Solutions BV, with registered office at Vreebergen 78, 9403 ES Assen, the Netherlands, visiting address Waanderweg 138, 7812 HZ Emmen, the Netherlands registered with the The Dutch Chamber of Commerce under number 04084055, considers the protection of personal privacy to be extremely important.

We place great importance on the protection of your personal data when they are collected, processed and used in connection with your visit to our website or web portal. Your data is protected in accordance with The European General Data Protection Regulation (GDPR) that regulate the protection of your personal data. 101 Solutions BV strives to fulfil its obligations and to respect the rights of the customer whenever 101 Solutions BV processes your personal data.

101 Solutions BV wishes to inform its customers and users as much as possible about its services, while respecting their data and giving them control over what happens to them. 101 Solutions BV wants to manage and use its customer data safely, respectfully and with due diligence in order to provide better service to its customers and to offer the best possible experience.

Below, you will find information about what data 101 Solutions BV collects, why, how long for and how you can control it.

E-mail marketing

101 Solutions BV uses an "opt-in" email mailing for the distribution of company and product news via a 3rd party cloud-based system based in the USA called "Mailchimp". Customers have to complete a double opt-in system to be added to this list. With every publication, Mailchimp provides an "unsubscribe" or "update my details" function, allowing you at any time to change or be removed from further publications.

Details such as Name, Company name, Email, Phone and Country are stored on Mailchimp servers and are subject to US law.

COOKIES - Collection and processing of data

Every access to our website and to a file stored on the website is recorded as a "session cookie". They are stored for internal system-related and statistical purposes.

The following data is recorded: name of the file accessed, date and time of access, amount of data transmitted, notification of successful access, web browser and requesting domain. In addition, the IP addresses of the requesting computers are recorded.

Use and forwarding of personal data

You may be contacted directly by 101 Solutions BV or an 101 Solutions BV distributor if we have a direct need to contact you regarding an enquiry, order status, development project issues, or with product updates.

If you have provided us with personal data, 101 Solutions BV guarantees that we will only use them to reply to your enquirers, to process contracts concluded with you and for technical administration.

101 Solutions BV may gather and process information about you, including (but not limited to) information in the following categories:

- identification data (name, address, telephone and email address)
- electronic identification data (addresses IP, cookies)
- usage information
- products or services ordered and delivered
- traffic metadata about usage of the web portal (including, but not limited to, the duration of the connection, the number of connection, the time of connection and a selection of the actions you performed).

101 Solutions BV collects and processes personal data relating to you, as permitted or necessary to:

- provide services for you
- verify your identity
- register products that you have purchased for payments details, for warranty or for technical support
- provide you with customer support
- inform you about service updates and faults
- answer questions and resolve problems
- customize, measure, and improve our hardware (Data Communication Box), the web portal software, the web portal content and layout
- organise and carry out 101 Solutions BV marketing or promotional operations.

Retention periods

- 101 Solutions BV stores and processes your personal data for as long as is necessary to achieve the objectives described in point “Use and forwarding of personal data”.
- The retention period can therefore differ for each purpose, for example to meet legal obligations (e.g. to meet our accounting and fiscal obligations, 101 Solutions BV is obliged to keep records for up to 7 years) or for the legal necessity
- to provide certain data as evidence in case of disputes for up to a maximum of 10 years after termination of your contract. These archived data are, of course, only accessible to a limited extent.

Sharing personal data with third parties

Your personal data is only forwarded to third parties or otherwise passed on if this is necessary for the purpose of processing the contract or for invoicing purposes (to comply with legal obligations) or you have given your prior consent. You have the right to revoke any consent given at any time with future effect.

Stored personal data will be deleted if you withdraw your consent to storage, if knowledge thereof to fulfil the purpose intended with their storage is no longer necessary or if their storage is not permitted for other legal reasons.

Right to information

You can exercise a number of rights regarding the processing of your personal data with respect to 101 Solutions BV, insofar as you have those rights under the applicable legislation.

So, on written request, we will be pleased to inform you of data stored in relation to your person.

Right to rectification and erasure

As a data subject, you are entitled to have incomplete, incorrect, inappropriate or outdated personal data corrected or supplemented.

In order to keep your data up to date, we request that you notify us of any changes, such as if you change address..

You also have the right, without undue delay, to have your personal data deleted if and insofar as:

- the personal data are no longer required for the purposes
- there is no longer a legal ground for the processing
- you object to the processing, and there are no overriding legitimate grounds for the processing by 101 Solutions BV
- the personal data have been unlawfully processed
- the personal data must be erased for compliance with a legal obligation that applies to 101 Solutions BV.

Depending on the nature of the request, it is possible that some services can no longer be offered by 101 Solutions BV.

101 Solutions BV is also not always able to erase all requested data, for example, to comply with legal obligations (e.g. in order to meet accounting and fiscal obligations, 101 Solutions BV is required to retain invoicing data for a maximum of 7 years).

Security information

We endeavour to take all possible technical and organizational measures to store your personal data in such a way that they are not accessible to third parties. In the case of communication via email, we cannot guarantee complete data security and therefore recommend that confidential information is sent by post.

Questions

If you have any other questions regarding your privacy and data collection and storage, then please contact us at the following e-mail address: hhteuben@101solutions.nl or to our postal address: 101 Solutions BV, to Privacy Officer, Waanderweg 138, 7812 HZ Emmen, the Netherlands.