

Roona Internationaal Expeditiebedrijf B.V., located at Magelhaenstraat 27, 7825 VL, Emmen, is responsible for the processing of personal data as shown in this privacy statement.

Contact details:

<https://www.roona-expeditie.nl>

Magelhaenstraat 27, 7825 VL, Emmen

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M.A. Boutsoukis is the Data Protection Officer of Roona Internationaal Expeditiebedrijf B.V. He can be reached via [info@ronex.nl](mailto:info@ronex.nl)

## Personal data that we process

Roona Internationaal Expeditiebedrijf B.V. processes your personal data because you use our services and / or because you provide services to us yourself. Below you will find an overview of the personal data we process:

- First name and surname
- Address
- Phone number
- Email address
- IP-address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone
- Location data
- Information about your activity on our website
- List of customer contact details via an application
- Bank account number

## For what purpose and on what basis we process personal data

Roona Internationaal Expeditiebedrijf B.V. processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and / or advertising brochure
- To be able to call or e-mail you if necessary, to carry out our services
- To inform you about changes in our services and products
- To offer you the opportunity to create an account
- To deliver goods and services to you
- Roona Internationaal Expeditiebedrijf B.V. analyzes your behavior on the website in order to improve the website and tailor the range of products and services to your preferences.
- Roona Internationaal Expeditiebedrijf B.V. follows your surfing behavior on various websites with which we tailor our products and services to your needs.
- Roona Internationaal Expeditiebedrijf B.V. also processes personal data if we are legally obliged to do so, such as information that we need for our tax return.

## How long we keep personal data

Roona Internationaal Expeditiebedrijf B.V. does not store your personal data longer than strictly necessary to achieve the purposes for which your data is collected. We use the following retention periods for the following categories

- Contact details: 3 years after the end of the agreement or the last contact moment.
- Financial data: 7 years in accordance with the legally applicable term.
- Transaction data: 5 years, including purchased products and services.
- Information requests, complaints: 3 years after settlement of your request or complaint.
- Blocking of your data: as long as it is required by law to execute your request for blocking.

## Sharing personal data with third parties

Roona Internationaal Expeditiebedrijf B.V. does not sell your data to third parties and only provides it if this is necessary for the execution of the agreement made with you or to comply with a legal obligation. We sign a processor agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. Roona International Expeditiebedrijf B.V. remains responsible for these processing operations.

## **Cookies, or comparable techniques, that we use**

Roona Internationaal Expeditiebedrijf B.V. uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit this website. Roona Internationaal Expeditiebedrijf B.V. uses cookies for purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work properly and to optimize it. In addition, we place cookies that keep track of your surfing behavior so that we can offer customized content and advertisements. On your first visit to our website, we have already informed you about these cookies and asked for permission to place them. You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information previously saved via the settings of your browser. For an explanation, see: <https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doe-ik-ermee/>

## **Access, adjust or delete data**

You have the right to view, correct or delete your data. You also have the right to withdraw your consent to the data processing or to object to the processing of your data by Roona Internationaal Expeditiebedrijf B.V. and you have the right to data portability. This means that you can submit a request to us to send the information we have in a file to you or another organization mentioned by you. You can send a request for accessing, correction, deletion, data transfer of your data or request for cancellation of your consent or objection to the processing of your data to [info@ronex.nl](mailto:info@ronex.nl). To ensure that the request for access comes from you, we ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks.

## **How we protect personal data**

Roona Internationaal Expeditiebedrijf B.V. takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or if there are indications of abuse, please contact us via [info@ronex.nl](mailto:info@ronex.nl).