

Privacy Statement

We are aware that you place your trust in us. We therefore see it as our responsibility to protect your privacy. On this page, we tell you what information we collect when you use our website, why we collect it and how we use it to improve your experience. This way you will understand exactly how we work.

This privacy policy applies to the services of Freightwatch Benelux BV. By using this website or our services, you indicate your acceptance of the privacy policy. Freightwatch Benelux BV respects the privacy of all users of its site and takes care to protect the personal information you provide to us is treated confidentially.

Freightwatch Benelux BV, established at Burgemeester Mollaan 34A, 5582 CK in Waalre, is responsible for the processing of personal data as shown in this privacy statement.

Contact information:

Freightwatch Benelux BV
Burgemeester Mollaan 34A
5582 CK Waalre +31 (0)85-0604010
<https://www.freightwatch.eu>

What is personal data:

Personal data is information that tells us something about you or information that we can relate to you. Freightwatch Benelux BV processes your personal data because you are a customer, we have contact with each other, you visit our website or you make use of our services and share data.

Why do we process your personal data:

We process your personal data because we want to give you a personalized service. We use the information we hold about you. This allows us to give you the best and quickest service. By processing, we mean storing, analyzing, changing, deleting, forwarding, etc.

What we do with your personal data:

Below you can read about the different things we do with your personal data.

1. We are doing our job:

We arrange your transport by, as a forwarding agent, entering a transport contract with a carrier by signing a contract of carriage with a carrier, either in our own name (we then also become the sender) or in your name as the principal. In order to do this, we need as much information as possible to be able to carry out this service properly of you and the loading and unloading address. The Chamber of Commerce (trade

number) or your VAT number is used to check your (business) identity or creditworthiness. You can also call our staff. If you call, we make notes or record the conversations (for training purposes). This is useful if you need to contact us again.

2. We will let you know when your shipment is on its way:

We will send you an e-mail about it or show you the status of your order in your account. Or you can keep an eye on the status yourself via a separately sent track & trace link from the carrier.

3. We ensure that the website of Freightwatch Benelux BV functions properly:

We use your personal data to analyze how you use the website. With the data of all our customers we ensure that the site works as well as possible.

4. Sometimes we give your data to authorities:

Sometimes we need to give personal data to authorities. For example, to the ACM, the police and investigative services. Before we do this, we check the powers of these authorities.

5. We improve our services:

By analyzing and combining information from personal data, we can improve our services: When analyzing, we work as much as possible with anonymous data that we cannot link to individuals. These are some examples of things we make and improve through analysis:

- We improve pages and forms on our website.
- We solve causes of complaints.
- We develop new products.

6. We offer you our services:

We provide you with information which is of interest to you. And we analyze what you find interesting. We analyze what interests you have by looking closely at, for example, the following:

- When and how often do you visit the website?
- Which pages do you view?
- What words do you search for?
- What did you search for?
- Are you logged in?

If you give us permission, we will create a profile of you. And we may place cookies on your phone tablet or computer. We also create different groups of users who are very similar to each other. We call this profiling. This allows us to determine, among other things, which products that suit you or what question you might have for us. Do you have a Freightwatch Benelux BV account? Then we create a customer profile and

combine information from your profile with other information we have about you. For example: How many shipments you send year. We then create a customer profile. This enables us to tailor the website and our e-mails to you even better. And our staff can use your customer profile to help and advise you better. With your permission, we may use your encrypted data to show you relevant adverts on websites outside Freightwatch Benelux BV.

7. We prevent abuse:

We want to combat and prevent fraud. Therefore, we also use personal data if we believe someone is abusing our service.

8. We read the CVs of job applicants:

Are you applying for a job with us? Then you send us your CV. We will keep this CV and use it during a job interview.

9. We use personal data of our employees:

We use the personal data of employees and former employees to, for example to pay the salary. The law states which personal data of employees we may or must have.

Of whom does Freightwatch Benelux BV have personal data?

We have personal data of everyone who has or has had direct or indirect contact with us or has had. An example of indirect contact: you order an article from a wholesaler, factory, web shop or supplier, which Freightwatch Benelux BV uses to send the item to you via the right carrier. You have not personally given us your address to us, but we receive it from that organization. We also have personal data of contact persons, representatives and suppliers with whom we have business contact with.

What personal data do we process?

- First and/or last name
- Address details
- Place of residence
- Country
- Telephone number
- E-mail address
- Location Information
- Descriptions of the shipment
- Your activity on our website
- Internet browser and device type
- IP address of your computer, mobile or tablet
- Bank account number
- Trade number (KvK)
- VAT number
- Username and password of your Freightwatch Benelux BV account
- A posted rating or review via social media or on external websites
- Job application data from a sent CV

- Other necessary information to be able to provide our service

For what purpose do we process personal data:

Freightwatch Benelux BV processes your personal data for the following purposes:

- To send you our newsletter and/or (digital) advertising brochure.
- To be able to call you or send you an e-mail if this is necessary in order to provide our services.
- To inform you about changes in our services and products.
- To create an online account.
- To have goods loaded and/or delivered to you.
- Freightwatch Benelux BV analyses your behaviour on the website in order to improve the website and to tailor the range of products and services to your preferences.
- Freightwatch Benelux BV also processes personal data if we are legally obliged to do so. Such as data that we need for our tax return.

Automated decision-making:

Freightwatch Benelux BV does not make any decisions based on automated processing that could have (significant) consequences for the customer. Or on matters that can have (significant) consequences for persons. This concerns decisions that are made by computer programs or systems, without a human being being involved (for example an employee of Freightwatch Benelux BV) is involved.

How long do we keep personal data:

Freightwatch Benelux BV does not retain your personal data any longer than is strictly necessary for the purposes for which your data are collected. The period for which we keep your data depends on these matters:

- For what purpose do we keep your data?
- For how long do we have to retain the data by law?

Sharing of personal data with third parties:

Freightwatch Benelux BV does not sell your data to third parties and only provides them if this is necessary for the execution of our agreement with you or to comply with a legal obligation. In principle we share your data with people or organizations outside Freightwatch Benelux BV to ensure that we can provide you with the service you purchase from us, such as our transport partners. And sometimes we are obliged to pass on personal to pass on personal data. For example, if we are reporting fraud. The following organizations may have the right to request data from us:

- The police, the judiciary or the tax authorities.
- Regulators: The Dutch Data Protection Authority (Autoriteit Persoonsgegevens, AP) and the Dutch Consumers' Association (Autoriteit Consument & Markt, ACM).

Cookies, or similar techniques, that we use:

Freightwatch Benelux BV uses functional, analytical and/or 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. Via the browser of your computer, tablet or smartphone. Freightwatch Benelux BV uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferences are remembered. These cookies are also used to make sure the website works properly and to optimize it. In addition, we place cookies that track your surfing behavior so that we can offer you tailor-made content and advertisements. You can opt out of cookies by configuring your internet browser so that it no longer stores cookies. In addition, you can delete all information that previously stored via your browser settings. See for an explanation:

<https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doe-ik-ermee>

Reviewing, modifying or deleting data:

You have the right to inspect, correct or delete your personal data.

You also have the right to withdraw your consent for data processing or to object to the processing of your personal data. In addition, you have the right to withdraw your consent, if any, for the data processing or to object to the processing of your personal data by Freightwatch Benelux BV and you have the right to data portability. This means that you can request us to send the personal data we have in our possession in a computer file to you or another party. This means that you can request us to send your personal data in a computer file to you or another organization named by you. You can request access to, correction of, deletion of, or interruption of your personal data or request to withdraw your permission or object to the processing of your personal data to info@freightwatch.eu.

To make sure that the request for inspection was made by you, we ask you to send a copy of your proof of identity along with the request. Please include your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen's Service Number (BSN). This is to protect your privacy. We will respond as soon as possible, with a maximum of four weeks, to your request.

Freightwatch Benelux BV would also like to point out that you have the option of submitting a complaint. The National Authority for the Protection of Personal Data (Autoriteit Persoonsgegevens). This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteitpersoonsgegevens/tip-us>

How we protect personal data:

Freightwatch Benelux BV takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorised access, unwanted disclosure and unauthorised changes. If you have the impression that your data is not properly secured or there are indications of misuse, please contact our customer service or via info@freightwatch.eu.

About this privacy statement:

This privacy statement applies to all companies and services with a Freightwatch Benelux BV logo in the Netherlands and was created on 20 May 2018. This privacy statement is subject to change be amended.

If, after reading this privacy statement, you still have questions about how we use your personal data. If so, please contact our customer service at info@freightwatch.eu.

