

Privacy policy MEMSYS B.V.

As soon as you visit memsys.nl, contact us or fill in a questionnaire, we receive information about you. In this privacy statement we explain what we do with that information. We always handle your information with care and store it securely. If you have any questions or want to know what information we have on you, please contact us! We may amend this privacy statement if necessary. We recommend that you regularly review this privacy statement so that you are aware of these changes. This privacy statement was last modified on 01 April 2023.

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When do you apply this privacy statement?

This privacy statement applies to all personal data that we hold, process, use and to all domains related to us. This concerns the personal data of everyone who has ever had contact with us or visited our website, such as visitors, customers, and businesses contacts. Personal data is all data that can be traced back to you as an individual, such as your name, telephone number, IP-address, customer number, e-mail address or surfing behaviour. If you want to know more about personal data, please visit the website of the Dutch Data Protection Authority.

Who uses your data?

MEMSYS b.v. is responsible for the website memsys.nl and therefore the responsible organisation for the use of your personal data as described in this privacy statement. The full details are:

MEMSYS b.v.

Molengraaffsingel 12

2629 JD Delft

KVK: 85150371

Whose data do we use?

We process the personal data of everyone who has had contact with us or visited our website. These include visitors, private customers, business customers and contact persons of our partners.

How do we get your data?

We receive data directly from you as soon as you:

- Visit our website
- Create an account on one of our platforms
- Fill in data on our website or platforms
- Contact us by mail, phone, or other means

What data of you do we use?

We use the following data:

- Name
- Address or businesses address
- E-mail address
- Phone number
- Results of inquiries and interviews
- IP address

What do we use your data for?

We only use your personal data for the purpose for which we are allowed to use it for:

- Best service as possible
- authorised control and use of our products

How long do we store your data?

We keep your personal data for as long as we are required to do so by law and for so long as necessary for the purpose for which we use your data. As long as you are a customer with us, we store your data according to the statutory retention period of seven years. After that, we only keep your data for statistical purposes and to handle any complaints or legal matters. If you want to know more about how long we store specific data about you, please contact us!

Who do we share your data with?

We only process your personal data ourselves. We do not share your personal data with others.

Where do we store your data?

We process your data within the European Economic Area. This means we also store your data within the EEA. If you have any questions about this, please feel free to contact us!

How safe is your data with us?

We have done a lot to protect your data as well as possible, both organisationally and technically. We have secured our systems and various means of communication to ensure that your data does not end up in the hands of others. Your data is there for safe with us. We also ensure that your data is only used by people who have received permission from us. If you have any questions about the specific method of securing, please contact us!

What are your rights?

Because we use your personal data, you have various rights. We have listed these rights for you below:

Right to information

We must explain to you in an understandable and clear manner what we do with your data and what control you have over it. That is why we explain in detail in this privacy statement what data we collect from you and how we handle your data.

Right to access

You may always ask us to view the data we hold about you.

Right to correction

You may ask us to have your data corrected if it is incorrect or incomplete

Right to object

You may object to the processing of your data if you do not agree with the way we handle your personal data. This right applies to the data we use for direct marketing. You can indicate to us that you no longer wish to receive e-mails from us. This also applies to personalized recommendations.

Rights to data portability

If you are a customer of ours or if you have given permission for the use of your data, you may ask us to send you the digital data we have about you. This ensures that you can transfer the data to another organisation if you wish so.

Right to restriction

You may ask to limit the use of your personal data. This means that in certain cases, we may only store your data but not use it.

Right to be forgotten

You may ask us to delete all data we have about you. We will then delete all data that can be traced back to you. In some cases, we cannot or may not yet delete your personal data. For example, we must keep some data for 7 years for the tax authorities.

Right to submit a complaint

You may submit a complaint about the way we handle your personal data. If you have a complaint, we will be happy to resolve it for you. To do so, please contact our Data Protection Officer (DPO). You may also submit your complaint to the Dutch Data Protection Authority. Of course, we hope that it does not come to that, but if it is necessary, you can also go to court. In that case, the court in the place of business of MEMSYS b.v. is the one which will handle your complaint.

How to submit a request or complaint?

You can submit your request or complaint to our Data Protection Officer (DPO) by sending a mail to gdpa@memsys.nl. We process every request or complaint within 30 days. If you submit multiple applications or complaints or if you submit a complex request or complaint, this may take more time. In that case, we will contact you within 60 days at the latest. We may ask you to identify yourself. In that case, we will ask you to submit certain information to ensure that you are the correct person whose personal data belongs to.

Which rules apply to this privacy statement?

Our privacy statement must meet several conditions. These conditions can be found in the Dutch General Data Protection Regulation. In addition, the general rules that apply under Dutch law apply to our privacy statement.

Do we use Cookies?

You can indicate yourself what data we may use from you. If you have given us permission to personalize your profile based on your surfing and search behaviour, we can set up our website specifically for you so that its use becomes easier and more personal. We do these using cookies. A cookie is a round delicious disk of baked dough but also can take the form of a small text file that is placed on your hardware when you visit our website. We use both types of cookies but the one that is responsible for a personalised environment on our website and portals is the text file.

We use the following cookies on our website and portals:

- Functional cookies: like session and login cookies to collect session and login information.

How is data of minors used and processed?

We do not target minors with our website and portals or as an organisation. This means that if you are under the age of 18, you need permission from a parent or guardian to use our website or portals. If you are a minor when you visit our website or portals, we assume that you have received permission of your parent or guardian. If this may not be the case, then we urge you to stop visiting our website and portals until you have been given authorisation by your parent or guardian.

Are there any questions about this privacy policy?

If you have any questions about our privacy policy, then please feel free to contact us on gdpa@memsys.nl. We are happy to help!