

Privacy Statement

1. Who processes personal data?

Only DLVge processes your personal data. In principle, the controller for processing your data is an employee at DLVge, situated at Violierenweg 3, 2665 MV Bleiswijk, the Netherlands, and can be contacted on telephone number ++31(0)10-4623030 or on the general email address info@dlvge.nl.

2. Whose personal data are processed by DLVge?

DLVge processes personal data of people with whom DLVge has had, currently has, or wants an (in)direct relationship. For example:

- ◇ Clients and their employees;
- ◇ Persons of companies who show an interest in our services;
- ◇ Suppliers and their employees;
- ◇ Government agencies and their employees;

When you place an order or supply other personal data, you automatically give explicit permission to process your personal data.

3. For what purposes does DLVge process personal data?

- ◇ To enter into and maintain a business relationship with you.
If we do not store your personal data, we will not be able to provide services or issue invoices or purchase services/products or pay invoices.
- ◇ Possible legal obligations
- ◇ Sending service messages
If applicable, we digitally send messages about, for example, changes in the organisation, contact persons or details.
- ◇ Promotional and marketing purposes
Occasionally, we send our clients newsletters to inform them of the latest developments in the market, amendments of and/or new legislation or (environmental) regulations they must comply with etc. These newsletters are only sent to our clients. You can simply unsubscribe by clicking on the unsubscribe link that is included in every newsletter.

4. What personal data does DLVge process?

- ◇ Company name, business address, postal address, country, VAT number, IBAN.
In order to correctly identify the business relationship with you (business details) and be able to compile, send and pay invoices in a legally correct manner.
- ◇ First name, prefix, surname of contact persons
In order to be able to identify and personalise you, i.e. being able to address and speak to you correctly.
- ◇ Your (business) email address and (business) telephone number(s).
To help us communicate with you in an efficient manner.
- ◇ Type of business (client category)
Our business clients are subdivided into categories: nursery, supplier, government and other. This allows us to make the correct selections so that you do not receive any unnecessary information.
- ◇ Business specification (keywords)
In order to specify our clients we process business keywords. For example: nursery - cultivation, supplier - products/services, government - type (municipality, province, water authority, etc.), other - products/services provided to us.
- ◇ Language preference (NL, DE, EN, FR)
To ensure we communicate in a language you understand.
- ◇ Interactive behaviour
Our newsletter and website are used to process general statistical data in order to be able to analyse what sections are most read or viewed. This enables us to improve the relevance of our information provision and communications to you. This interactive behaviour is only analysed at a general level, not at a personal level.

Special data:

- ◇ Gender
We process data regarding your gender to be able to address you correctly. In respect of gender neutrality, "N/A" or "unknown" has been included in the options.

Any other special data of a personal nature are not processed.

5. How does DLVge handle personal data?

Your personal data are stored with due care. Within DLVge your personal data can only be used by employees whose roles require them to have access to these in regard of the activities stated above. All our employees are bound by a duty of confidentiality.

We do not sell or rent your personal data to any third parties. We may make your personal data available to third parties if this is appropriate for the purpose, as stated in article 3. For example, to send you a free invitation for a business exhibition where we ourselves are present. This also applies to providing data to government agencies in respect of which you asked us to act on your behalf for applying for and/or dealing with licences, registrations and zoning plan changes, etc. This mainly concerns general data such as (business) name and address details and email address. Parties we collaborate with are GDPR compliant. This is checked by us and laid down in an agreement.

Your personal data are not used for any other purposes than those stated in article 3. Your privacy rights are therefore protected.

6. Storage periods

We do not store your personal data any longer than is necessary.

7. Security

All locations where personal data are stored by us are secured by means of authorisations, passwords, periodical security updates, security programmes, whereby attention is also given to awareness, alerts to phishing and other cybercrime etc. For the realisation of a project or order, it may be necessary to contact a third party.

For example, a greenhouse builder, fitter, municipality etc. The data subject is aware of this and acknowledges that the controller will only and exclusively share necessary information and that the controller has no insight or control over the processing of those data by a third party.

8. Your rights as data subject

You have a right to:

- ◇ *Information/ inspection and rectification:* You may, at any time, inspect your personal data that we process and have these corrected or supplemented.
- ◇ *Right to be forgotten:* You can have all your personal data removed. In some cases DLVge is not able to comply with this immediately, for example, because of administrative or legal reasons (e.g. providing evidence to tax authorities).
- ◇ *Restriction:* If you are of the opinion that we process some personal data illegally or incorrectly, you can have this processing restricted (depending on administrative and/or legal exceptions).
- ◇ *Objection/opposition:* If you are of the opinion that we use your personal data illegally or incorrectly, you can inform us accordingly (for example: unsubscribe from newsletter).
- ◇ *Data portability:* You can request your personal data in order to transfer these to other parties.
- ◇ *Complaints:* If you are of the opinion that we did not act according to privacy legislation, you can submit a complaint to us. If you feel you did not receive a satisfactory response from us, you can submit your claim to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens or AP).

9. Amendments

This privacy statement may be subject to amendments. You can always find the most recent version on our website www.dlvge.eu.