

Privacy statement Vadesta Expertise

This privacy statement was most recently amended on 09 April 2023.

Privacy-sensitive data or personal data are processed via www.vadesta.com, the website of Vadesta Expertise B.V. (Vadesta). We respect the privacy of our customers and consider it to be of the utmost importance that your personal data is handled scrupulously. Accordingly, we process and protect personal data with the greatest possible care.

When processing personal data, we comply with the requirements set out in privacy legislation. This means – among other things – that:

- We **state clearly** for **which purposes** we process personal data. We do so by means of this privacy statement;
- We limit our **collection of personal data** to only those personal data that are required for legitimate purposes;
- We **ask for your express consent** before processing your personal data in those cases in which your consent is required;
- We **take appropriate security measures** to protect your personal data and require parties that process personal data on our instruction to do the same;
- We **respect your rights**, such as the right to inspection, correction or deletion of any personal data of yours that we have processed.

We are the controller for the data processing. This privacy statement contains information on how we respect and protect your right to privacy. We recommend that you read this carefully.

Use of personal data

By using our website, you leave certain data with us, which may include personal data. We retain and use only the personal data that we receive directly from you, or of which it is clear at the time of receipt that this data is provided to us for the purpose of processing.

When you use our website, we can process the following personal data:

- your name;
- your email address;
- IP address;
- messages that you sent us through our contact form.

Purposes of the data processing

Your personal data is processed for the following purposes:

- to provide access to our website;
- so that you can contact us and/or provide feedback through the contact form;
- so that we can provide the requested services.

Contacting us

Our website enables you to contact one of our partners directly or leave a message through the contact form. This allows you to make a request, or provide feedback. For these purposes, we use your (company) name and the message you send. We also use these data to contact you – if requested – and handle the matter properly. We will store these data until we are certain that you are satisfied with our response, and for six months thereafter. This way, we can readily access the information should you have any follow-up questions. We process these data on the basis of the agreement that we have with you, being the request for contact.

Following your request for contact, we will discuss it over the telephone, by email or at our office. If you agree to that, your personal data may be shared with organisations that we collaborate with on the basis of the agreement that we will enter into with you. These parties may be established outside of the European Union.

Differing retention periods

The data processed through our website will only be retained for as long as is required for the objective to be achieved, unless we are legally required to retain the data for longer.

Information provision to third parties

Your personal data will not be published or made available to third parties, unless you have given your (express) permission for that, it is required within the framework of the performance of an agreement we have entered into with you, or we are permitted or required to do so by law. The data you provide us with will be treated with the utmost care.

Where this is required in order to be able to provide our services, we may pass on your data to the following parties:

- IT service providers;
- payment service providers;
- companies involved in the claim file, such as shippers, consignees, carriers and shipping companies;
- insurance companies and insurance brokers;
- insurance intermediaries;
- other survey companies/specialists.

In view of the nature of our services, these third parties may be established outside of the European Union. We will oblige these third parties to treat these data confidentially and will take appropriate technical and organisational measures to protect your personal data against unlawful processing.

In addition, we may share your data with third parties if we are required to do so pursuant to the law or a legal judgment, or if we consider this necessary within the framework of preventing or putting an end to illegal activities, or in the event of violations of our policy.

Google Analytics

We use Google Analytics to keep records of how visitors use our website. We have concluded a Data Processing Agreement with Google. It contains strict agreements on the data about which they may keep records. We have not given Google consent to use the information obtained from Analytics for other Google services. We arrange for Google to anonymise the IP addresses.

Third-party websites

This privacy statement does not apply to any third-party websites to which our website may link. We cannot guarantee that these third parties will handle your personal data carefully and safely. Therefore, we recommend that you read the privacy statements of these third parties before visiting the websites.

Security

Protection of your personal data is very important to us. We take appropriate security measures to limit and prevent the misuse of, and any unauthorised access to, your personal data. We continuously adapt the security and pay close attention to what could go wrong.

Amendments to this privacy statement

In the event of changes to our website or services, we are obviously required to adapt our privacy statement as well. We recommend that you always take note of the date at the top and check regularly to see whether there are any new versions. We will do our best to announce changes separately as well.

Rights of data subjects

You have the following rights with regard to your personal data:

- you can receive an explanation of what personal data we have collected about you and how we use that data;
- you can submit a request for inspection of the data about you that we process;
- you can request that we send your data to a third party;
- you can always revoke your permission;
- you can submit a request for correction or deletion of the data if these are incorrect or no longer relevant;
- you can object to a certain use, such as profiling;
- you can request that the processing be limited.

You can submit these requests via privacy@vadesta.com. Please always ensure that you make your identity clearly known, so we in turn can ensure that we do not modify or delete the data of the wrong person. In principle, we will comply with your request within 30 days. However, this term may be extended for reasons relating to the specific rights of data subjects or the complexity of the request. If we extend this term, we will inform you of that in due time.

Dutch Data Protection Authority

Naturally, we are happy to provide any assistance if you have any complaints about the processing of your personal data. Pursuant to privacy legislation, you have the right to submit a complaint concerning the processing of your personal data by our company to the Dutch Data Protection Authority. You may [contact](#) the Dutch Data Protection Authority for this purpose.

Contact details

Should you still have questions and/or remarks after reading this privacy statement, please contact us at privacy@vadesta.com, or use the contact details below:

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