

Privacy and cooky policy - Trivec B.V.

We are aware that you place your trust in us. We therefore see it as our responsibility to protect your privacy. On this page you can find more information which data we collect when you use our website, why we collect this information, and how we improve the user experience.

This privacy and cooky policy is applicable to all services delivered by Trivec bv (situated in the Netherlands at Solcamastraat 25, 9262ND in Sumar, hereafter "Trivec").

We respect your privacy and follow all rules and regulations as stated by privacy laws and the General Data Protection Regulation.

Trivec can edit this policy at any time. We therefore advise you to check this declaration regularly for any changes.

Processed Information

Trivec distinguishes between actively and passively provided data. Passively provided data is information you give to administrators of websites, perhaps without your knowledge. When visiting the Trivec website we register several technical datapoints such as IP-address, operating system, browser, last viewed internet page, and the pages you visit on our website.

Next to this we also collect and process information you give to us actively by asking for a quote. This information we supplement with information which is publicly available. We collect and process the following categories of personal data:

Naam
Contact information
Position within the company

Are you younger than 16 years?

People with the age below that of 16 years are not allowed to give personal information to Trivec unless explicit permission is given by a parent or guardian who has read and understood this policy.

If you are convinced that Trivec has collected personal information without explicit consent from a parent or guardian from a minor, please contact us via info@trivec.eu so this information can be deleted.

Our use of the collected information

Use of our services

When you apply for one of our services, we ask for personal contact information. This information is used to deliver the services you ask us to perform. The data is stored on our protected servers or on that of a third party.

Communication

When you send an e-mail or another type of message, it is possible we save this message. Sometimes we ask you for personal information that are relevant for current situation. This enables us to process your questions/request and to reply. The data is stored on our protected servers or on that of a third party.

Cookies

We collect information to analyse our customers to improve our services. The website makes use of “cookies” to aid in the analysis of how our website is used by its visitors. The generated information is stored on our protected servers or on that of a third party. Furthermore, we use this information to improve our services and the website, to analyse the customer journey and improve our services and products.

When you navigate of our company website and its contents, Trivec is allowed to collect data through the use of commonly accepted data-gathering tools, such as cookies and web beacons (“Website Navigation Information”). These web beacons collect your used browser, language of the browser, your IP-address, and the actions you perform on the company website (such as which pages are visited, and which links are used).

Trivec processes your personal information based on the following legal grounds:

- Permission
- Execution of the agreement
- Lawfully required, such as with invoices

Third parties

The information is not shared with third parties, merely stored on their servers. In several cases the information can be shared internally. Our employees are obligated to manage this information confidentially and respectfully.

Changes

This privacy and cookie policy is aligned with the usage of our website and the possibilities of this website. Changes to the website can result in changes to this privacy and cookie policy. We therefore advise you to check this declaration regularly for any changes.

Change/unsubscribe newsletters

At the bottom of every newsletter, you will find the option to change your information or to unsubscribe.

Disable cookies

Most browsers are set-up in a fashion to accept cookies by default. You can change the settings to refuse all cookies or to change which cookies are sent. It may occur that some features and services on our, and other, websites will not function properly if cookies are disabled within your browser.

Collected information

Trivec uses Google Analytics to analyse how visitors land on our website. We do not receive IP-addresses or other personal information when using this service. If you contact us, we will process the name and e-mail address and other publicly available information to fill out the contact form as stated under processed information. We also perform this step when you subscribe to our newsletters. For corporate customers and contacts, we check the Chamber of Commerce number. A VAT-number is also processed if required.

Purpose

The collected information is only used to contact you, to answer questions or to send documents that are required for our services. Personal information is not made public or given to third parties. The information will only be given to an external organisation if this is strictly necessary due to a reorganisation of Trivec, whatever form this may take.

Right to access, correction, and deletion

You have the right to ask to access, correct or delete your personal information. We do not process information based on cookies. We also do not have any influence of the use of cookies through social media channels. The information we have via Google Analytics are not traceable to an individual person. If you do have questions about this or wish to access, correct, or delete your personal information, please feel free to send us an e-mail at info@trivec.eu.

Right of objection

In the case you are opposed to how we process your personal data, and we are not able to find a common solution, you may send a complaint to the Autoriteit Persoonsgegevens (authority personal information). This can be sent to:

Autoriteit Persoonsgegevens
Postbus 93374
2509 AJ DEN HAAG

Duration of storage

Your information is stored as long as it is necessary for the purpose as mentioned previously. After a request for deletion Trivec has 30 days to delete your information. After deletion you will be notified within one day of the deleted information. In complex situations we maintain a period of 60 days. In such cases you will be informed within the 30 days of the delay.

Identity of the company

Trivec
Solcamastraat 25
9262ND
SUMAR
Chamber of Commerce number 9041675
E-mail: info@trivec.eu
Tel.: +31 512 510035

This privacy and cooky policy has been updated on the 26th of September 2022.