

[Privacy Policy \(GDPR\)](#)

Hitmetal BV cares a lot about your privacy. We therefore only process data that we need for (improving) our services and we handle the information we have collected with the upmost care. We never make your data available to third parties for commercial purposes. This privacy policy applies to the use of the website and the services provided by Hitmetal BV that are accessible thereto. The starting date for the validity of these conditions is 22/05/2018, with the publication of a new version the validity of all previous versions expires. This privacy policy describes which information about you is collected by us, where this data is used for and with whom and under what conditions this data can possibly be shared with third parties. We also explain to you how we store your data and how we protect your data against misuse and what rights you have with regard to the personal data you provide us. If you have any questions about our privacy policy, please contact our privacy contact person, you will find the contact details at the end of our privacy policy.

[About the data processing](#)

Below you can read how we process your data, where we save it, what security techniques we use and for whom the data are transparent.

[Webshop software](#)

LightSpeed

Our webshop has been developed with software from Lightspeed. Personal data that you make available to us for the benefit of our services will be shared with this party. Lightspeed has access to your data to provide us (technical) support, they will never use your data for any other purpose. Lightspeed is obliged to take appropriate security measures based on the agreement we have made with them. These security measures consist of the application of SSL encryption and a strong password policy. Lightspeed uses cookies to collect technical information regarding your use of the software, no personal data is collected and / or stored. Lightspeed reserves the right to share collected data within its own concern in order to further improve the service.

Office365

We use the services of Office365 for our regular business e-mail traffic. This party has taken appropriate technical and organizational measures to prevent abuse, loss and corruption of your and our data as much as possible. Office365 has no access to our inbox and we treat all our e-mail traffic confidentially.

[Shipping and logistics](#)

PostNL

If you place an order with us, it is our job to have your package delivered to you. We use the services of PostNL for the execution of the deliveries. It is therefore necessary that we share your name, address and residence details with PostNL. PostNL uses this information only for the purpose of executing the agreement. In the event PostNL engages subcontractors, PostNL will also make your data available to these parties.

DHL

If you place an order with us, it is our job to have your package delivered to you. We use the services of DHL to carry out the deliveries. It is therefore necessary that we share your name, address and residence details with DHL. DHL only uses this information for the purpose of executing the agreement. In the event that DHL engages subcontractors, DHL also makes your details available to these parties.

Transport & courier service

If you place an order with us, it is our job to have your package delivered to you. We use the services of external transport company's services to carry out the deliveries. It is therefore necessary that we share your name, address and residence details with this service. The transport service uses this data only for the purpose of carrying out the order delivery.

Invoicing and accounting

Microsoft Dynamics NAV

For our records of our administration and accounting we use the services of Microsoft Dynamics NAV. We share your name, address and residence details and details regarding your order and credit limits. This data is used for the administration of sales related forms, eg sales invoice. Hitmetal BV is obliged to observe secrecy and will treat your information confidentially. Hitmetal BV does not use your personal data for purposes other than those described above.

Purpose of data processing

General purpose of the processing

We only use your data for the benefit of our services. This means that the purpose of the processing is always directly related to the assignment you provide. We do not use your data for (targeted) marketing. If you share information with us and we use this information to contact you at a later date - other than at your request - we will ask you explicitly for this. Your information will not be shared with third parties, other than to comply with accounting and other administrative obligations. These third parties have all been kept confidential on the basis of the agreement between them and us or an oath or legal obligation.

Automatically collected data

Data that is automatically collected by our website is processed with the aim of further improving our services. This information (eg your IP address, web browser and operating system) is not personal data.

Participation in tax and criminal investigation

In such cases, Hitmetal BV may be obliged to share your information in connection with governmental tax or criminal investigations on the basis of a legal obligation. In such a case, we are forced to share your data, but we will oppose this within the possibilities that the law offers us.

Retention periods

We keep your information as long as you are our client. This means that we keep your customer profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also consider this as a request for forgiveness. On the basis of applicable administrative obligations, we must keep invoices with your (personal) data, so we will keep this data for as long as the applicable term runs. However, employees no longer have access to your client profile and documents that we have produced in connection with your assignment.

Your rights

On the basis of the applicable Dutch and European legislation, you as a data subject have certain rights with regard to the personal data that are processed by or on behalf of us. We explain below which rights these are and how you can invoke these rights. In principle, in order to prevent abuse, we will send copies and copies of your data only to your already known e-mail address. In the event that you wish to receive the data at another e-mail address or for example by post, we will ask you to identify yourself. We keep records of completed requests, in the case of a request for forgiveness we administer anonymous data. All copies and copies of data you receive in the machine readable data format that we use within our systems. You have the right to file a complaint with the Dutch Data Protection Authority at any time if you suspect that we are using your personal data in the wrong way.

Right of inspection

You always have the right to inspect the data that we process or have processed that relate to your person or that can be traced back to you. You can submit a request to that effect to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data with an overview of the processors who have this data, with the e-mail address known to us, stating the category under which we have stored this data.

[Rectification right](#)

You always have the right to have the data that we process or have processed that relate to your person or that can be traced back to this. You can submit a request to that effect to our privacy contact person. You will receive one within 30 days

[Right to restriction of processing](#)

You always have the right to limit the data that we process or have related to your person or that can be traced back to you. You can submit a request to that effect to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation to the e-mail address known to us that the data until you cancel the restriction will no longer be processed.

[Right of transferability](#)

You always have the right to have the data that we process or have processed and that relate to your person or that can be traced back to you, performed by another party. You can submit a request to that effect to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you copies or copies of all information about you that we have processed or that have been processed by us by other processors or third parties on the e-mail address known to us. In all likelihood, we will no longer be able to continue the service in such a case, because the secure linking of data files can then no longer be guaranteed.

[Right of objection and other rights](#)

In such cases you have the right to object to the processing of your personal data by or on behalf of Hitmetal BV. If you object, we will immediately stop the data processing pending the settlement of your objection. If your objection is well-founded, we will make copies and / or copies of data that we process or have made available to you and then permanently discontinue the processing. You also have the right not to be subject to automated individual decision making or profiling. We do not process your data in such a way that this right applies. If you are of the opinion that this is the case, please contact our contact person for privacy matters.

[Cookies](#)

[Google Analytics](#)

Through our website, cookies are placed from the American company Google as part of the "Analytics" service. We use this service to track and get reports on how visitors use the website. This processor may be obliged to provide access to these data on the basis of applicable laws and regulations. We have not allowed Google to use the obtained analytics information for other Google services.

[Cookies from third parties](#)

In the case that software solutions from third parties use cookies, this is stated in this privacy statement.

[Changes to the privacy policy](#)

We reserve the right to change our privacy policy at any time. On this page you will always find the most recent version. If the new privacy policy has consequences for the way we process already collected data relating to you, we will notify you by e-mail.

[Contact details](#)

Hitmetal BV
Thibostraat 3
5741 SJ Beek and Donk
The Netherlands

Contact person for privacy matters
Patrick Zegels (IT Manager / Privacy Officer)
(0492) -471339
pzegels@hitmetal.nl