

Privacy and cookie statement PackControl

This privacy and cookie statement was most recently revised on 29 December 2021.

Your privacy and the protection of your personal data is of great importance to PackControl B.V. (hereinafter: PackControl). During the processing of your personal data via our website www.packcontrol.nl we work in accordance with the requirements for the processing of personal data as laid down in the privacy legislation (General Data Protection Regulation). This means we:

- **Clearly specify our purposes** before we process personal data, by using this privacy and cookie statement.
- **Limit our collection of personal data** to only the personal data needed for legitimate purposes.
- **First ask for explicit permission** to process your personal data in cases where your permission is required.
- Take **appropriate security measures** to protect your personal data and we demand the same from parties who process personal data on our behalf.
- **Respect your right** to access, correct or delete your personal data held by us.

For what purposes do we use your personal data?

By visiting our website or using our services, we obtain various personal data from you. For each purpose it is indicated what information we obtain from you, for what purpose we process this information and how long it will be stored. If you have any questions or want to know exactly what information we store of you, please contact us. Our contact details are mentioned below.

Contact

You can contact us by using our contact form or chat function on the website, sending us an e-mail or calling us.

For this purpose, we process the following personal data:

- Name
- E-mail address
- Telephone number
- Any information you enter yourself as content of your message

We use this information in order to be able to handle your request to contact you properly and to perform the contract with you to this end. If you contact us, your personal data will be retained until we are sure that we fully answered and correctly handled your request.

Providing our services

We provide a cloud-based software solution that enables our customers to administer the use and movements of reusable packaging.

For this purpose, we process the following personal data:

- First and last name
- Function
- Company name
- (Business) email address
- (Business) telephone number
- Payment details
- Any content of correspondence

We need this information because of our agreement with you and to maintain the relationships resulting from this agreement. We store this information for the duration of the agreement. Certain information will be retained for a longer period if we are obliged to do so (for example because of the legal tax retention period of seven years).

Your Account

In order to use our services, you need an account. You can login to your account with your e-mail address and password of your choice.

For this purpose, we process the following personal data:

- (Company)name
- (Business) E-mail address
- Password of your choice

We need this information because of our agreement with you. We will store this information until you cancel your account, or no longer make use of our services. Certain types of personal will be retained for a longer period with regards to the legal tax retention period of 7 years.

Helpdesk

You can contact our Helpdesk for support in setting up PackControl and for questions / problems during daily use.

For this purpose, we process the following personal data:

- First and last name
- Function
- Company name
- (Business) email address
- (Business) telephone number
- Any content of correspondence

We need this information because of our agreement with you. We will store this information until you cancel your account, or no longer make use of our services.

Sending our newsletter

Via our website you can subscribe to our newsletter. In this newsletter we will inform you on a monthly base by e-mail about new PackControl features, future developments in PackControl, the PackControl organization, general reusable transport items information.

For this purpose, we process the following personal data:

- First and last name
- Company name
- (Business) E-mail address

Your e-mail address will be added to the list of subscribers only with your explicit consent. We will retain your personal data until you unsubscribe from the newsletter. Each newsletter contains a link with which you can unsubscribe from our newsletter at any time.

Handling job applications

Have you responded to one of our vacancies or submitted an open application? If so, we will process your personal data in order to process your application and in preparation for the possible conclusion of an employment contract.

For this purpose, we process the following personal data:

- First and last name
- Address details
- E-mail address
- Telephone number
- Curriculum Vitae
- Motivation letter
- Salary indication
- References
- Any other information you enclose with your application

We will retain your application details for a maximum of 6 weeks after the position has been filled. We keep this information so that we can contact you in the event that the position becomes vacant again within the probationary period. If we are unable to offer you a job at this time, we may - with your consent - keep your application details for a further year. You can withdraw your consent at any time by sending us an email. If you come to work for us, we will save your application data in the personnel file.

A social media and internet check can be part of the application procedure. This is necessary to ensure that our image is maintained when hiring new staff. We do this on the basis of our legitimate interest. For this purpose, we search your name on Google and, if necessary, your profile(s) on social media. This of course, for as far as these profiles are public; we will not ask you to grant us access to a protected social media page or to make a connection with us. The results of this social media and internet check will be discussed with you. If you object to this, you can indicate this by e-mail at the time of your application.

ReCAPTCHA

We use the reCAPTCHA service of Google Inc. (Google) to protect our website against spam and abuse. In order for Google reCAPTCHA to work, the IP address of a website visitor, mouse movements and possibly other data are collected. This information is sent to and processed by Google for this purpose. By analysing this information, Google can determine whether we are dealing with a real website visitor or a robot. For more information, please see [Google's privacy statement](#).

Providing data to third parties

PackControl only shares your data with third parties when this is allowed by current legislation. It may happen that we provide your personal information to third parties, because:

- we have engaged them to process certain data;
- it is necessary to carry out the agreement with you;
- you give permission for this;
- we have a legitimate interest in this;
- we are legally obliged to do so (e.g. if the police demand this in case of a suspicion of a crime).

The parties that process personal data in our or your assignment:

- IT suppliers and service providers
- Cookie service providers
- Payment service providers
- Marketing providers

In order to provide this service, PackControl may provide your personal data to parties established outside the European Economic Area (EEA). PackControl will only do this if there is an adequate level of protection for the processing of personal data. This means, for example, that we use a model agreement from the European Commission or make agreements about the handling of personal data.

Social media buttons

On our website we use social media buttons, which redirect you to the social media platforms. This gives you the option to follow us and share content within the network. The buttons are active because of bits of code that come from the social media networks. If you want to know what the social media platforms do with your personal data, please read the relevant privacy statement:

- [Facebook \(privacy policy\)](#)
- [Twitter \(privacy policy\)](#)
- [YouTube \(privacy policy\)](#)
- [Instagram \(privacy policy\)](#)
- [LinkedIn \(privacy policy\)](#)

Cookies

We and third parties use cookies on our website which are saved on your computer. Cookies are small information files that can be automatically stored on or read out from the device (including a PC, tablet or smartphone) of the website’s visitor, while visiting a website. This is done through the web browser on the device. PackControl uses cookies for the following purposes:

- To enable the functionality of our website (functional cookies)
- To generate overall statistics and gain insights in the use of our website by the public in order to improve and optimize our website and services (analytical cookies)
- To show personalized advertisements (marketing cookies)

These cookies collect the following data from you:

- IP-address
- Cookie-ID
- Website and click behaviour
- Referrer-URL

When you visit our website for the first time, we will display a message with an explanation about the cookies we use. We will ask for your consent to place the cookies, when we are required to do so. If you agree to the use of cookies, they will be placed on your device.

We use the following cookies:

Type	Cookie; entity	Purpose	Retention period
Functional	<p>Google Tag Manager</p> <p>Google LLC, United States</p> <p>Privacy statement</p>	The cookies from Google Tag Manager make it possible to load scripts from other cookies. Google Tag Manager is purely functional and is not used for the collection of personal data.	Session

	<p>Various:</p> <p>First party cookies with strictly functional purposes</p>	<p>These cookies enable necessary functionalities of the website, such as remembering the chosen language and whether consent for cookies has been given, displaying the cookie banner, etc.</p>	<p>Up to 2 years</p>
Analytical	<p>Google Analytics</p> <p>Google LLC, United States</p> <p>Privacy statement</p>	<p>These cookies are placed to gain insight into visitor behavior and to improve the user experience. We have set these cookies to be privacy friendly. That means that we:</p> <ul style="list-style-type: none"> • have concluded a processing agreement with Google; • only give Google masked IP addresses; • do not share any further data with Google; • and we do not use other Google services in combination with Analytics. 	<p>Up to 2 years</p>
Marketing	<p>Google DoubleClick</p> <p>Google LLC, United States</p> <p>Privacy statement</p>	<p>These cookies are used to register the website visitor's actions on the website after viewing or clicking on advertisements. The purpose of this is to measure the effectiveness and to show personalized advertisements.</p>	<p>Up to 6 months</p>
	<p>Facebook Connect</p> <p>Facebook, Inc., United States</p> <p>Privacy statement</p>	<p>These cookies are used to enable Facebook advertising options. They register clicking behaviour and website visits. These cookies register a unique ID to recognise recurring devices. Their purpose is to advertise in a targeted and personalised manner.</p>	<p>Up to 3 months</p>
	<p>Facebook Custom Audience</p> <p>Facebook, United States</p> <p>Privacy Statement</p>	<p>These cookies are used to enable Facebook advertising options. They record click behaviour and website visits. These cookies record a unique ID to recognise recurring devices. The aim is to advertise in a targeted and personalised way.</p>	<p>Up to 3 months</p>

If you would like to know what the cookie service providers do with your personal data, please read the privacy and cookie statement of the company in question. If you click on 'privacy statement' in the cookie table, you will be redirected to the relevant privacy statement.

Disabling of cookies

You can set your web browser to only accept cookies with your consent. For more information, please consult your browser's manual. Be aware that disabling cookies will affect the functionality of this and many other websites that you visit.

Removal of cookies

Most cookies have an expiration date. This means that they will automatically expire after a certain period and no longer register any data concerning your visit of the website. Another option is to remove the cookies manually before the expiration date. In order to do this, consult your browser's manual.

Security

We take appropriate technical and organizational security measures with regard to the processing of personal data to be carried out, against loss or against any form of unlawful processing (such as unauthorized access, corruption, alteration or disclosure of personal data).

Your rights

You can always contact us if you have any questions regarding our privacy and cookie statement. Besides that, you have to the following rights regarding your personal data:

- **Right of access:** you have the right to see what kind of personal data we processed about you;
- **Right of rectification:** you have the right to rectify any personal data we have processed about you, if this information is (partially) wrong;
- **Right to object:** you have the right to object against the processing of your personal data by us, or against direct marketing;
- **Right to be forgotten:** you can file a request with us to remove any personal data we have processed of you;
- **Right to data portability:** if technically possible, you have the right to ask us to transfer your processed personal data to a third party;
- **Right to restriction of processing:** you can file a request with us to (temporarily) restrict the processing of your personal data.
- **Right to revoke your consent,** when we process your data based on your consent.

You may send a request by sending an e-mail to privacy@packcontrol.nl. To prevent abuse, we may ask you to provide proper proof of your identity.

We will usually respond to your request within one month. This term can be extended by two months if the request is proven to be complex or tied to a specific right. You will be notified about a possible extension of this term within one month.

Modification of this privacy and cookie statement

We may change this privacy and cookie statement from time to time. Changes will be published on our website. It is therefore advised to consult this privacy and cookie statement on a regular basis, so you are aware of these changes.

Complaints

If you have any questions or would like to make a complaint about the use of your personal data, please contact us using the contact details at the bottom of this privacy and cookie statement. We will address any questions or complaints internally and communicate this further with you.

If you think that we are not helping you correctly, you have the right to file a complaint with the national supervisory authority responsible for the protection of personal data against our processing of your personal data. For the Netherlands, this is the [Autoriteit Persoonsgegevens](https://autoriteit.persoonsgegevens.nl).

Contact details

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