

# Privacy Statement

This privacy statement pertains to Munckhof Groep BV ('Munckhof'), which has its registered office at Handelstraat 15, Horst, the Netherlands and is entered in the Trade Register of the Chamber of Commerce under number 12039891, as well as its subsidiaries. Munckhof is responsible for processing personal data as described in this privacy statement.

## Processing personal information

For the purpose of its services, Munckhof records personal data (including but not limited to name, address, town/city, telephone number and e-mail address, Citizen Service Number, bank details). Munckhof uses these data for the performance of its services. Examples include the information required to book a ticket or to book, log and/or carry out a taxi or coach trip.

## Special and/or sensitive personal data

When performing our Taxi and Business Travel services (and, to a lesser extent, when undertaking coach trips), we may process special personal data, such as medical data and health data. This data is only processed for the purpose of providing our travellers with suitable transportation. We only process special and/or sensitive personal data based on a contractual agreement with the client. If you believe that we have collected special and/or sensitive personal data without your consent, please contact us via [AVG@munckhof.nl](mailto:AVG@munckhof.nl).

## On what basis do we process personal data?

Munckhof processes your personal data based on an agreement with the client.

## For what purpose do we process personal data?

- For the planning, implementation and financial settlement of a taxi or coach trip
- For the planning, implementation and financial settlement of a business trip by a group or an individual
- For the planning, implementation and financial settlement of vehicle maintenance
- Telephone conversations may be recorded for educational and contractual purposes.
- If you travel abroad, we may be required to provide personal data for the purpose of border control, immigration, security, anti-terrorism and other purposes that are deemed applicable.
- If you receive newsletters from us by e-mail, we record your interactions with the aim of adapting the content of our communications to what we think is relevant to you.

## How long do we keep personal data?

Munckhof will not keep your personal data for longer than is strictly necessary to achieve the objectives for which your data is collected. We apply the following retention periods:

- Retention obligation within the context of sector-specific legislation: Seven years (tax administration and accountancy)
- Data is kept at least for the duration of the contract and no longer than is strictly necessary
- For employees: the personal data is kept for the duration of their employment contract. Upon leaving employment, the employee's data required for legal (e.g. tax) purposes are kept for the duration of the legally required periods. Other personal data is deleted after six months unless it is necessary to keep it for a longer period (e.g. for an annual statement).
- For job applicants who are not subsequently recruited: the personal data is deleted within one month of the end of the application procedure, unless it has been agreed that their data may be kept on record. In that case, we apply a maximum retention period of one year.

## Sharing personal data with third parties

Munckhof will only disclose your personal data to third parties if it is necessary for the performance of the agreement with you or your client or to fulfil a legal obligation. We also apply the following principles:

- Do not pass on or sell your data to third parties for commercial or other purposes that are unrelated to our services
- Require our cooperation partners to make every effort to keep personal data secure

Each division within Munckhof shares industry-specific personal data. Below is the breakdown by division.

### Munckhof Groep

- SharpSpring: Providing a marketing automation platform for email marketing and CRM purposes. The data may be stored in the US, but this party complies with the requirements of the General Data Protection Regulation.

### Munckhof Business Travel

- Airlines: when booking airline tickets, personal data is shared with these airlines. The data may be stored outside the EEA depending on the carrier.
- Accommodations: Depending on the location of the accommodation, the data may be shared with parties located outside the EEA.
- Booking systems: the data is stored within the EEA.
- Cornerstone Information Systems, Inc.: supplier of IQCX (Quality control and ticket automation) and iBank (Reporting tool). The data is stored in the US, but this party complies with the requirements of the General Data Protection Regulation.

## Munckhof Taxi

- Carriers involved in the execution of the order. The data will be stored within the EEA.
- Planning systems used to plan a route. The data will be stored within the EEA.
- Complaints portal which is used to register and handle complaints. The data is stored within the EEA.
- Contract managers who must receive personal data from Munckhof at the request of the client. The data is stored within the EEA.

## Munckhof Reizen

- Carriers involved in the execution of the order. The data will be stored within the EEA.
- Planning systems used to plan a route. The data will be stored within the EEA.

## **Protection of personal data**

Munckhof attaches great importance to the protection of your personal data. You can rest assured that we:

- Work in accordance with the letter and spirit of privacy laws and regulations
- Process your data securely and carefully
- Respect your legal rights

Munckhof also takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your personal data is not properly secured or there are indications of misuse, please contact [AVG@munckhof.nl](mailto:AVG@munckhof.nl)

## **Rights of data subjects**

As stated, we work in accordance with the letter and spirit of privacy laws and regulations. This means that we cooperate in and comply with GDPR legislation. This includes but is not limited to the following:

- *The right to data portability*; if we process data about you, you are entitled to have these data transferred in a structured, commonly used and machine-readable format.
- *The right to be forgotten*; if we process your data, you are entitled, under certain conditions, to have these data erased. These are the conditions in accordance with Articles 17 and 23 of the GDPR. Subject to sector-specific legislation (Retention obligation)
- *The right of access*; if we process your data, you are entitled in accordance with Article 15 of the GDPR to access the data that we hold of you.
- *The right to rectification*; if we process your data, you are entitled in accordance with Article 16 of the GDPR to have incorrect personal data altered and/or supplemented.
- *The right to restriction of processing*; if we process your data, you are entitled in accordance with Article 18 of the GDPR to restrict the use of your data in situations that meet the relevant criteria.

- *The right to object*; if we process your data, you are entitled to object to the processing of your data. We will then temporarily cease processing your data until a final assessment has been made.
- *The right to a human perspective in decisions*; if we assess data solely on the basis of automated processing, you are entitled to a human perspective if this assessment concerns you.

#### Exercising your privacy rights:

You are entitled to access and request the rectification or deletion of your personal data.

If you wish to know which of your personal data Munckhof processes, you can submit a written request for access. Munckhof will process your request within 30 days.

If your data appear to be incorrect, incomplete or irrelevant, you can make an additional request to have your data altered or supplemented.

### **Data Protection Officer**

A request for access can be submitted by using the contact details below. If you have a complaint about the protection of personal data within the Munckhof Group, you can also submit it by using these contact details.

You can let us know this by e-mail at [AVG@munckhof.nl](mailto:AVG@munckhof.nl) or by post:

Munckhof Groep BV  
Attn: George Frings (Data Protection Officer)  
Handelstraat 15  
5961 PV Horst

Identification is requested in order to prevent abuse.

## **Website:**

### Cookies:

We use cookies on our website. A cookie is a simple, small file that a website stores on your hard drive via the browser. Information is stored in a cookie. For example, we use a cookie to remember what you have previously done on this website, so that you do not have to repeat that action on your next visit.

Why do we use cookies?

- To improve the functioning of the website
- To make it easier to use the website
- To measure whether visitors can easily find the information they are looking for on our website
- To be able to place banners on websites of organizations that are affiliated with the Google Adsense network

For additional information regarding this topic, we would like to refer to the 'Privacy Regulations' document. This document is available from the Data Protection Officer on request.

### Leadinfo:

We use the Leadinfo service from Rotterdam to measure the business use of our website. This service shows us company names and addresses based on the IP addresses of our visitors. The IP address is not included here.

## **Job applicants, employees and former employees**

If you are an applicant, employee or former employee, please refer to the 'Privacy Regulations' document. This document is available from the Data Protection Officer on request.