



COURTESIE
international business affairs

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M +31 (0)6 11 19 95 99
info@courtesie.com
www.courtesie.nl

Taal is identiteit

Privacy Statement and Cookie Policy

This is the privacy statement and cookie policy of Courtesie International Business Affairs ('**Courtesie**'), with its registered office at P.J. Oudweg 4, 1314 CH in Almere. Courtesie is registered with the Trade Register of the Dutch Chamber of Commerce under number 52639487.

In this privacy statement and cookie policy, we describe how we process your personal data and how Courtesie collects this data. We explain where we store the data and why. Courtesie offers language services in the broadest sense of the word and is active in several branches and sectors. These language services include written translations, interpretation services and language training.

We too process personal data. Below we describe the objectives for retrieving and collecting personal data.

The personal data that we can request and process, includes:

- First and last name
- Company name
- Gender
- Date of birth
- Address details
- Telephone number
- E-mail
- IP address
- Other personal data that you provide personally, for example by means of a request on the website or by e-mail
- Location details
- Information about your activities on our website
- Internet browser and device type
- Bank account number (if applicable)
- VAT number
- BSN number (Dutch social security number)



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Goals

Newsletters

Courtesie sometimes sends newsletters by e-mail. These newsletters are commercial newsletters on the one hand and intended for knowledge sharing on the other.

Your first name and e-mail address will be collected via the contact form on Courtesie's website, by verbal contact or written correspondence.

Contact for question, quotation or invoice

If you contact Courtesie via the website or by e-mail, we collect your data. We only ask for your personal details to be able to offer or purchase a proposal, quotation or service. The information we need has been mentioned above. We use this information to draw up an offer, to issue or pay an invoice or to verify our debtors and creditors.

Translation and interpretation

Some texts that need to be translated contain your own personal data. If you request us to make a translation, we will translate this personal data into the requested language. Unless you indicate otherwise, this data will be stored on our system.

Processing

The data received and processed by Courtesie is managed by the following applications.

Mailchimp

The newsletters are sent through Mailchimp. When you sign up for the newsletter, your e-mail address and your first and last name will automatically be saved to the relevant list in Mailchimp.

Vevida

The e-mail and website are hosted through Vevida. When you contact us by using a web form or e-mail, the relevant e-mails are stored on Vevida's servers. This also applies to the backups.

Exact

Our project data (translations, interpreting services and language training) and accountings are handled by Exact, a certified system. To be able to handle quotations, translations and invoices, we need to collect your personal data. This data is stored in Exact.



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Cookies

To ensure the proper functioning of our website and to monitor surfing behaviour on the website, we place cookies. A cookie is a small text file that is placed on your computer, tablet or smartphone during your visit to a website. Data is stored in this text file. This information can be recognized by this website at a later visit. And sometimes another website can also read this cookie and store data in it.

The following parties also place cookies on our website:

- Google Analytics: This allows us to keep statistics about our website, such as visitor numbers, which pages are frequently visited and how long visitors stay on our website. Your IP address will be anonymised. All data sharing options in Google Analytics are disabled.
- Google AdWords: This allows us to monitor the results of our Google advertisements.
- Google Maps: Necessary to use Google's map service.
- Facebook and LinkedIn: To be able to use the buttons 'like' and 'share'.

The data collected by Google analytics on the website is anonymous, and therefore not linked to your name, company or e-mail address. This data is stored for an indefinite period of time within Google Analytics.

Storage

Your data is kept by Courtesie for a longer period of time, but never for a longer period than is necessary for carrying out translation or other activities, unless we are required by law to retain your data for a longer period.

Sending newsletters

Your e-mail address and first name will be saved in Mailchimp. Your data will be stored here for an indefinite period of time. You can unsubscribe at any time by using the link at the bottom of the newsletters or by sending an e-mail to info@courtesie.com.

Contact

When you contact Courtesie by e-mail, the information you send, such as your name, company name, address and e-mail address, is stored on the mail server. The storage period is for an indefinite period of time, unless you ask us to remove the data.



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Security

No physical copies of your personal data are made, unless we have your explicit consent to do so. Your data will only be managed in the above-mentioned systems and software.

The personal data managed by Courtesie or by the aforementioned third parties can only be accessed via this software and are password protected and, where possible, by a two-step verification process. In this two-step verification, a code is generated from the software and sent to Courtesie. This code must be used during the login process.

In addition, your visit to our website is protected by an SSL certificate. This means that the connection to the Courtesie website is private. You will recognize this means of security by the green lock on the left side of the url. Our e-mail exchange takes place via an encrypted connection. As a result, sensitive information is exchanged in a secure manner.

Your rights

The right of inspection

At any time, you have the right to request access to your data, which is collected and stored by Courtesie. You can do this by sending an e-mail or by contacting Courtesie by telephone. You will then get an overview of your data.

The right of rectification

Are your contact details incorrect? Or have they changed? You are entitled to have this rectified by Courtesie. You can modify your details for the newsletter using the designated url at the bottom of the mail.

The right of data erasure

Do you no longer wish your data to be recorded at Courtesie? In that case, you have the right to have this data deleted.

The right to complain

You have the right to lodge a complaint with the Authority for Personal Data if you feel that Courtesie does not handle your data correctly.

The right to stop the use of data (objection)

Do you prefer Courtesie not to use your data? If so, you have the right to have this stopped. In that case you can send an e-mail to: info@courtesie.com stating the subject 'privacy'.



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Our obligations

Courtesie processes personal data on the basis of a legitimate interest, which is a commercial interest. Examples are the offering or processing of our services, but also the purchasing of products and services from suppliers. Your data will never be sold to third parties.

The data that we are obliged to supply are the minimum data required for the provision of our services. For example, we need your e-mail address to send the newsletter. Full business information is required for verification purposes to identify the debtors with whom we work and to prepare quotations and invoices. If we need to share the data you have shared with Courtesie with parties other than those mentioned above, we will first ask your permission.

Courtesie reserves the right to disclose the information when required to do so by law, or when it considers it justified in order to comply with a legal request/proceedings or to protect the rights, property or safety of Courtesie. In doing so, we will respect your right to privacy as much as possible. Do you have any further questions? Please contact us by using the contact details below.

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