

ProQares BV

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Processing and adequately protecting your personal information is very important to us. We never provide your information to third parties without your explicit consent. ProQares has no interest in sending you advertisements or other similar newsletters by post or email, and therefore, you should not expect this from us.

Which data do we process?

When you contact us through the website or by telephone, we register your information in our CRM system. We only process the data that we need for the proper execution of your order. We process your name and, if applicable, your company name, as registered with the Chamber of Commerce, your role in the company (position) and further contact information provided to us by you, such as your telephone number and your mailing and delivery address. For the purpose of correct invoicing and tax return, we process your bank account details and VAT number (if applicable).

Confidentiality

All our employees have signed a confidentiality agreement. We carefully handle data that you entrust to us. And only authorized personnel can view and process the data.

What do we do with your information?

Your information allows us to correctly include you in our CRM system. We can contact you regarding a quote, order, or report. We may also contact you regarding a quality survey.

With whom do we share your information?

ProQares only shares your information with third parties when a processing agreement has been concluded and when laws and regulations so require. Examples include the Tax and Customs Administration for the purpose of our VAT return and the accountant for the purpose of financial reporting.

Who may have access to your information?

Only authorized personnel can view and process the information. Support services, such as IT support, have access to our CRM system for the purpose of supporting and protecting your information. They do not process or change data. A processing agreement has been concluded with these parties, too.

How long do we keep your information?

We keep the information as long as necessary for the purpose for which we use the information. And as long as the law requires us to keep the information.

How long that is, exactly, varies. The order file is archived for future orders as long as these are still required for the purpose for which the information was collected. There is a statutory retention period of 7 years for financial data and documents.

After the statutory retention period, we delete your information.

How can you check and change your information?

You have the right to view, change, or supplement this information at all times. You can request this information directly from your contact person within our organisation or via our email address: info@proqares.com.

Your request to change or delete your information can also be submitted to your contact person within our organisation or via email: info@proqares.com. We always confirm the processing of your request.