

ProQares B.V.

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Privacy Statement ProQares B.V.

At ProQares, the processing and adequate protection of your personal information is of utmost importance to us. We never provide your information to third parties without your explicit consent.

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 necessary for the proper execution of your order. This includes:

- Your name and, if applicable, your company name as registered with the Chamber of Commerce.
- Your role within the company (position) and additional contact information provided by you, such as your telephone number and your mailing and delivery address.
- Your bank account details and VAT number (if applicable) for accurate invoicing and tax returns.

Confidentiality

All our employees have signed a confidentiality agreement. We handle the data you entrust to us with utmost care. Only authorized personnel can access and process the data.

What Do We Do With Your Information?

Your information enables us to accurately include you in our CRM system. We may contact you regarding a quote, order, or report. We may also reach out to you for a quality survey.

With Whom Do We Share Your Information?

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

Who Has Access To Your Information?

Only authorized personnel can view and process your information. Support services, such as IT support, have access to our CRM system to support and protect your data. They do not process or alter data. A data processing agreement has been concluded with these parties as well.



How Long Do We Retain Your Information?

We retain your information for as long as necessary to fulfil the purpose for which it was collected and as required by law. The exact retention period may vary depending on the type of data. Order records are archived for future reference as long as needed for their original purpose. There is a statutory retention period of 7 years for financial data and documents. After this period, we will delete your information.

How Can You Review and Amend Your Information?

You have the right to access, modify, or supplement your information at any time. You can request this information directly from your contact person within our organization or via our email address: info@proqares.com. Requests to modify or delete your information can also be submitted to your contact person or via email at info@proqares.com. We always confirm the processing of your request.