

Privacy Policy VanderSat

This privacy policy will explain how VanderSat B.V. uses the personal data collected from you when you use the VanderSat website (<https://www.vandersat.com>), the VanderSat Data Service (<https://maps.vandersat.com>), documentation (<https://docs.vandersat.com>) or VanderSat Ticketing System (<https://vandersat.supportsystem.com>).

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What data do we collect?

VanderSat B.V. collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- User settings and user preferences for the VanderSat Data Service.
- Issued request to the VanderSat Data Service.
- Issued tickets to the VanderSat Ticketing System.

How do we collect your data?

You directly provide VanderSat B.V. with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.

- Use the VanderSat Data Service via issued requests.
- Use the VanderSat Ticketing System via issued tickets.
- Use or view our website or the VanderSat Data Service via cookies.

How will we use your data?

VanderSat B.V. collects your data so that we can:

- Process your order and manage your accounts.
- Process your data requests.
- Control your session in the VanderSat Data Service via cookies and user settings.
- Email you with maintenance information on VanderSat systems.
- Email you with status information about requests in the VanderSat Data Service.
- Email you with status information about tickets in our VanderSat Ticketing System.
- Email you with special offers on other products and services we think you might like.

When VanderSat B.V. processes your order, it may send your data to – and also use the resulting information from – credit reference agencies to prevent fraudulent purchases.

How do we store your data?

VanderSat B.V. securely stores the VanderSat Data Service data at Google (Google Cloud Platform) data centers located in the Netherlands and is protected by industry standard security mechanisms and procedures.

VanderSat B.V. securely stores the VanderSat Ticketing System data at Support System data centers and is protected by industry standard security mechanisms and procedures.

VanderSat B.V. keeps your data as long as your user account is active and during minimal one year after your account has expired. Once this time period has expired, we will delete your data by removing your user account information and any references to this data.

Procedures on storing, keeping and deleting of data can be found here:

- <https://docs.vandersat.com/compliance.html> for the VanderSat Data Service
- <https://vandersat.supportsystem.com/kb/faq.php?id=11> for the VanderSat Ticketing System

Marketing

VanderSat B.V. would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop VanderSat B.V. from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please send a mail to sales@vandersat.com.

What are your data protection rights?

VanderSat B.V. would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request VanderSat B.V. for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that VanderSat B.V. correct any information you believe is inaccurate. You also have the right to request VanderSat B.V. to complete the information you believe is incomplete.

The right to erasure – You have the right to request that VanderSat B.V. erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that VanderSat B.V. restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to VanderSat B.V.'s processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that VanderSat B.V. transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: gdpr@vandersat.com.

Or call us at: +31 (0) 23 3690093

Or write to us:

VanderSat B.V.
Attn: Data Protection Officer
Wilhelminastraat 43A
2011 VK Haarlem
The Netherlands

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit <https://www.allaboutcookies.org/>.

How do we use cookies?

VanderSat B.V. uses cookies in a range of ways to improve your experience on our website and the VanderSat Data Service, including:

- Keeping you signed in
- Storing user preferences
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website and the VanderSat Data Service uses:

- Functionality – VanderSat B.V. uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in but also login information and user preference.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result. Additionally the VanderSat Data Service is not accessible when cookies are disabled.

Privacy policies of other websites

The VanderSat B.V. website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

VanderSat B.V. keeps its privacy policy under regular review and places any updates on <https://docs.vandersat.com/compliance.html>. This privacy policy was last updated on 18 December 2019.

How to contact us

If you have any questions about VanderSat B.V.'s privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: gdpr@vandersat.com

Call us: +31 (0)23 3690093

Or write to us at:

VanderSat B.V.
Attn: Data Protection Officer
Wilhelminastraat 43A
2011 VK Haarlem
The Netherlands

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that VanderSat B.V. has not addressed your concern in a satisfactory manner, you may contact the Dutch Data Protection Authority (“Autoriteit Persoonsgegevens”).

Phone: +31 (0)70 888 85 00

Postal address:

Autoriteit Persoonsgegevens
PO Box 93374
2509 AJ DEN HAAG
The Netherlands

More information can be found here:

- <https://autoriteitpersoonsgegevens.nl/en/contact-dutch-dpa/contact-us> for contact information
- <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/gebruik-uw-privacyrechten/klacht-melden-bij-de-ap> for reporting a complaint