

# Privacy Statement Lovink Enertech B.V.



Lovink Enertech B.V., with its registered office at Lovinkweg 3, 7061 DT Terborg, is responsible for processing personal data as set out in this privacy statement.

## Contact details:

Lovink Enertech B.V.  
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+31 (0)315 335600  
www.lovink-enertech.com

## **Personal data that we process**

Lovink Enertech B.V. processes your personal data because you use our services and/or because you make your data available to us.

A summary of the personal data that we process is included below:

- First and last name
- Gender
- Address details
- Telephone number
- Email address
- Other personal data that you actively provide; e.g. by creating a pro file on this website, in correspondence and by telephone
- Information about your activities on our website

## **Special and/or sensitive personal data that we process**

Our website and/or service is not intended to collect information about website visitors under the age of 16, unless they have obtained their parents or guardian's permission. However, we are unable to determine whether a website visitor is over the age of 16. We therefore encourage parents to involve themselves in their children's online activities in order to prevent collection of their data without parental consent. If you believe that we have collected a minor's personal data without parental consent, please contact us via [info@lovink.com](mailto:info@lovink.com) and we will delete that information.

## **For what purpose and on what basis do we process personal data?**

Lovink Enertech B.V. processes your personal data for the following purposes:

- Handling your payment
- Sending you our newsletter and/or advertising leaflet
- To contact you by telephone or email if this is required for provision of our service
- To inform you about changes to our services and products
- To deliver goods and services to you

## **Automated decision-making**

Lovink Enertech B.V. does not take decisions about matters that may have (significant) consequences for individuals based on automated processing. These are decisions that are taken by computer programs or systems without the involvement of a human being (e.g. an employee of Lovink Enertech B.V.).



### **How long do we store personal data?**

Lovink Enertech B.V. does not store your personal data for any longer than strictly necessary for the purposes for which your data is collected.

### **Sharing personal data with third parties**

Lovink Enertech B.V. only shares data with third parties if this is required for performance of our contract with you, or in order to comply with a statutory obligation. Data that you provide via forms on our website are shared with and processed in our CRM system for the purposes of customer management, communication, and handling your request.

### **Cookies, or similar techniques that we use**

Lovink Enertech B.V. only uses technical and functional cookies. And analytical cookies that do not infringe on your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you visit this website for the first time. The cookies that we use are required for proper technical operation of the website and your user convenience. They ensure that the website operates properly and remember personal aspects such as your preferred settings. They also allow us to optimise our website. You can opt out of cookies by setting your website browser so that it does not accept and store cookies. In addition, you can also delete information that has been stored previously via your browser's settings.

### **Accessing, modifying or deleting data**

You have the right to access, correct and delete your personal data. In addition, you are entitled to retract your consent regarding data processing, object to processing of your personal data by Lovink Enertech B.V. and you have a right to data portability. This means that you can request us to send your personal data that we store in our system to you in a computer file or to another organisation specified by you.

If you wish to access, correct, or transfer your personal data or retract your consent regarding data processing, or object to us processing your personal data, please send a request to [info@lovink.com](mailto:info@lovink.com).

To ensure that the request for access does in fact originate from you, please send a copy of your ID with your request. Completely obscure your passport photo, the MRZ (machine read able zone, i.e. the line of numbers at the bottom of the passport), your passport number and citizen service number (burgerservicenummer/BSN) with a black marker pen or similar on this copy. This is to protect your privacy. We will react as quickly as possible to your request, at all events no later than four weeks after receipt.

Lovink Enertech B.V. would also like to inform you that you can submit a complaint to the Autoriteit Persoonsgegevens, the Dutch DPA. You can do so via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

### **How we protect personal data**

Lovink Enertech B.V. takes protecting your data seriously and acts in an appropriate manner to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised alteration. If you believe that your data is not properly protected, or if there are any indications of misuse, please contact us via [info@lovink.com](mailto:info@lovink.com).