

Privacy Statement

Introduction

In this privacy statement, you can read all about how your personal data are collected and handled. It explains where your data are stored and the purposes for which your data are stored. You will also find all your rights with regard to your data and how you can exercise these rights. The privacy statement will sometimes be amended due to changes in legislation, for example. It is therefore advisable to consult the statement periodically.

This privacy policy applies to the services of Tent Trading. By using this website, you indicate your acceptance of the privacy policy. Tent Trading respects the privacy of all users of its site and ensures the confidentiality of your personal information.

Tent Trading

Tent Trading is the specialist in engineering, manufacturing and sales of pagoda tents, aluminium tents and semi-permanent industrial halls. We supply our tents mainly to the events sector, but the industry is increasingly finding us for semi-permanent business accommodation as well. With our wide product range and team of specialists, we always strive for optimal customer service.

There are situations in which your details are collected by Tent Trading. It is therefore good that you know what will be done with it and how you can indicate your wishes regarding your data. If you do not feel comfortable about the use of your data by Tent Trading, please contact us!

Tent Trading

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3927 CJ Renswoude
The Netherlands

+31 (0)85 3014 279
info@tenttrading.com

Dutch Chamber Number: 59698799
VAT number: NL85.36.09.317.B01

Purpose of data

Personal data is collected by Tent Trading for a number of purposes:

Use of cookies

We use cookies on this website. A cookie is a small text file that can be placed on your computer's hard drive by a server. A cookie contains information about you as a visitor to the website. Cookies can be used to collect certain information during your visit to the website, such as the specific parts of the website you visited and the services you use on the website. We collect this information to better tailor our website and our services to your interests and needs. We use:

Functional cookies (necessary)

Necessary cookies help make a website more usable, by enabling basic functions such as page navigation and access to secure areas of the website. Without these cookies, the website cannot work properly.

Analytical cookies

The Tent Trading website collects your data to improve the website. This is done using Google Analytics. This data is anonymous and is therefore not linked to your personal details. This includes information such as the duration of your website visit or the pages you visit most frequently. All data is only processed with your explicit consent or in execution of the agreements entered into, or because processing is necessary to bring you into contact with potential clients and/or contractors.

Marketing cookies

Marketing cookies from Google and Facebook, among others, are used to track visitors when they visit different websites. Their purpose is to display ads tailored and relevant to the individual user. These ads thus become more valuable to publishers and third-party advertisers.

Sending newsletters and mailings

Tent Trading sends mailings. These mailings are commercial on the one hand and aimed at knowledge sharing on the other. Your first name, surname, company name and e-mail address are collected via the appropriate form on the website. In addition, you may be asked to sign up verbally or in writing.

Contact us

Your details are collected when you contact Tent Trading. This may be telephone contact or contact via the website in the form of the contact form or chat function. We only ask you for the necessary data that we need to make a proposal to buy tent profiles or other related products/materials.

Recipients

The data received and processed by Tent Trading is managed through:

Ridder IQ

Ridder IQ is our ERP software. It stores all your personal information needed to send you a customised quotation and afterwards the corresponding invoice.

Copernica

Our mailings are sent using Copernica. The moment you sign up for our mailings, make an enquiry or place an order, your e-mail address, first name, last name and company name are automatically stored in the designated list within Copernica.

Stric

Tent Trading's email is hosted at Stric. If you contact us through the forms or by e-mail, those e-mails are stored on Stric's servers. The website and its backups are also hosted by Stric. Data you leave on the Tent Trading website is stored on Stric's servers.

Storage period

Your data will be stored by Tent Trading for a longer period of time, but never longer than necessary for the performance of activities, unless we are required to store your data for longer under a statutory regulation.

Sending newsletters and mailings

Your e-mail address and first name are stored in Copernica. The storage of your data is indefinite. You can unsubscribe whenever you want via the link at the bottom of the newsletters/mailings or by sending an email to info@tenttrading.com.

Contact us

The moment you contact Tent Trading by e-mail, the data you provide, such as your name, company name and e-mail address, will be stored on the mail server. Those mails are stored up to two years back.

Analytics

The data collected by Analytics on the website is anonymous, i.e. not linked to your name, company or e-mail address. This data is stored indefinitely within Google Analytics.

Security

No physical copies are made of personal data. This data is only managed in the aforementioned systems and software. The personal data managed by Tent Trading or by the aforementioned third parties can only be accessed through the aforementioned software and are secured with a password and, where possible, with two-step verification. With this two-step verification, a code is generated from the software and sent to Tent Trading. This code must be used during the login process. The devices that access your data are each themselves also locked with a password and/or fingerprint. The number of devices that can access your data is limited to only those required.

SSL certificate

In addition, your visit to our website is secured by an SSL certificate. This means that your connection to the Tent Trading website is private. You will recognise the security by the green lock in front of the URL.

Your rights

Right to inspection

You have the right to request access to your details recorded and stored by Tent Trading at any time. You can do so by sending us an e-mail or contacting us by telephone. You will then receive an overview of your details.

Right of rectification

Are your details incorrect? Or has your data changed? You have the right to have this rectified by Tent Trading. You can change your details regarding the newsletter using the URL provided at the bottom of each e-mail.

Right to transfer

If you need the details stored by Tent Trading in case you switch to another party or service, you have the right to a transfer. In this case, Tent Trading must transfer all your details to the other party.

Right to erase data

Do you no longer want your details to be stored with Tent Trading? Then you have the right to have your data deleted.

Right to file a complaint

You have the right to file a complaint with the Personal Data Authority if you believe Tent Trading is not handling your data correctly.

Right to stop data use (objection)

Do you not want Tent Trading to use your data? If so, you have the right to stop the use of your personal data. You can exercise these rights via info@tenttrading.com and send a copy of your ID card in which the passport photo, the numbers at the bottom of the passport, ID number and BSN have been made illegible. We aim to respond within a week.

Our obligations

Tent Trading processes personal data on the basis of a legitimate interest, namely a commercial interest. This includes offering services or products of Tent Trading via e-mail. Your data will never be sold to third parties.

The data that are mandatory to supply are the minimum data required to offer the services or products. For example, your e-mail address is required to send the newsletter. If these mandatory data are not provided, Tent Trading cannot offer the service in question.

Should it be necessary to share data that you have shared with Tent Trading with parties other than those mentioned above (for example, to offer a service), your permission to do so will first be requested.

Tent Trading reserves the right to disclose data when required to do so by law or when Tent Trading deems it justified to comply with a legal request/process or to protect the rights, property or safety of Tent Trading. In doing so, we always try to respect your right to privacy as much as possible. Do you still have questions? Please feel free to contact us using the contact details below.

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