

Privacy Statement – dated 1 November 2024

Protecting the personal data we process is of great importance to us. We process personal data of our customers, potential customers with whom we have made or intend to make contact, recipients of any newsletters and of all other persons who contact us.

When processing personal data in the Netherlands, we are bound by the General Data Protection Regulation. In this privacy policy we explain how we protect your privacy and how we handle your personal data. Do you have any questions about this privacy policy? Then you can read in this privacy policy how you can contact us about this.

Who processes your personal data?

This privacy policy concerns the processing of personal data by SymGro as a data controller. Our company is based in The Hague. You can reach us by phone during office hours on 06-20423727 or by e-mail at tim@symgro.nl.

What personal data do we process?

Personal data is information that says something about you or data that can be associated with you. Anything that can be done with your personal data, such as collecting, storing, using, transferring or deleting your data, is referred to as 'processing' of personal data. We process personal data that you have provided to us yourself, for example by creating an account on our website. This includes contact details and other personal data. For example, your name, address, zip code, city, telephone number, e-mail address, company name and other information that is necessary for the provision of our services. This may also include personal data that we obtain from other sources, such as personal data from the Trade Register of the Chamber of Commerce, the Land Registry and personal data available on public (business) websites. We may also receive personal data from you from counterparties.

For what purposes and on what basis do we process your personal data?

In order to be able to carry out our work properly, we need your personal data and we also need to process it. We process your personal data if this is necessary for the performance of the agreement in which you have instructed us or when creating an account on our website. In addition, your contact details are entered into our customer system and can be used to send newsletters, for example. Depending on the nature of your case, personal data other than your contact details may also be necessary. We may also process your personal data if we have a legitimate interest and do not disproportionately infringe on your privacy.

What types of cookies do we use?

SymGro only uses functional 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 first visit this website. The functional cookies we use are necessary for the technical operation of our website and your own ease of use. The cookies ensure that the website works properly and, for example, remember your preferred settings.

In addition, analytical cookies from Google Analytics are used. This allows us to analyse the behaviour of visitors to our website. This gives us the opportunity to analyze the website. All information we collect via Google Analytics is anonymized and cannot be traced back to you. For more information on what exactly Google does with the data collected, please refer to Google's [privacy statements](#).

You can opt-out of cookies by setting your internet browser to stop storing cookies. In addition, you can also delete all information that has been previously stored through your browser's settings.

How do we handle your personal data?

We have taken measures to protect your personal data and to prevent misuse. For example, we ensure that the system in which we store your personal data is secure.

How long do we keep your personal data?

We take great care to ensure that all your data is carefully stored and protected. We have a retention policy that stipulates how long we keep personal data. We do not store your data any longer than is necessary for the purpose for which it was processed. We comply with the statutory retention periods.

Do we share your personal data with third parties?

Your personal data will not be shared with third parties for commercial purposes. In principle, we do not share your personal data with third parties at all. However, sometimes it may be necessary to share your personal data with third parties. For example, it may be necessary to share your personal data with legal authorities or with an opposing party. In addition, it may be necessary to share your personal data in order to conclude an agreement or notarial deed. Data may also be shared with contractors engaged by us, such as a bailiff. Furthermore, there may be legal obligations that require us to pass on your personal data to third parties. If a court order obliges us to provide personal data to third parties, we will have to comply with this.

Would you like to view or modify your personal data?

Would you like to know what personal data we have recorded about you? You can request from SymGro an overview of the personal data that has been or will be processed about you. If you believe that your personal data has been processed incorrectly or incompletely, or if you do not think it is necessary for certain personal data to be processed, you can submit a request for amendment, addition or deletion to SymGro. Furthermore, you have the right to object to the processing of your personal data and you have the right to data portability. In addition, you have the right to revoke your consent to the processing of your personal data. This is the case, for example, when you receive our newsletter.

If you send us such a request, we will provide you with information about the actions we have taken as soon as possible, but in any event within 2 weeks of receipt of your request.

For questions or complaints about the processing of personal data by SymGro, please send an e-mail to tim@symgro.nl or send your written requests to:

SymGro
Request for access to personal data
Oder 20 - Box D4545
2491 DC The Hague

Complaints supervisor

The Dutch Data Protection Authority checks whether companies comply with the General Data Protection Regulation. If you believe that we do not comply with the applicable privacy legislation, please contact us. We are happy to help you find a solution. If that fails, you have the right to file a complaint with the Dutch Data Protection Authority.

About this privacy policy

Regulations in the field of privacy law change regularly. Our privacy policy is never completely finished. We keep our policy up to date, so this privacy policy may change from time to time. If these changes are also important to you, we will draw your attention to them or make the changes known to you in a conspicuous way. The most up-to-date version of our privacy policy can always be found on our website.