

## Privacy Statement

Ice-World Holding B.V. (and the named subsidiaries Ice-World International, Ice-World Benelux), registered at Weteringpad 7, 3762 EN in Soest, the Netherlands, is responsible for the processing of personal data as specified in this privacy statement.

Contact details:

Weteringpad 7  
3762 EN Soest  
The Netherlands +31355480500  
[www.ice-world.com](http://www.ice-world.com) / [www.ice-world.nl](http://www.ice-world.nl)

Mrs W. Hinloopen is the Data Protection Officer of Ice-World Holding B.V. She can be contacted via [info@ice-world.com](mailto:info@ice-world.com). The privacy statement shall sometimes be changed, for example, because of legislative changes. It is therefore advisable to view the declaration periodically.

### Personal data that we process

Ice-World Holding B.V. processes your personal data because you make use of our services and/or because you provide it to us yourself.

An overview of the personal data that we process can be found below:

- First and last name
- Address details
- Telephone number
- E-mail address(es)
- Other personal data that you actively provide, for example in correspondence or via telephone

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

It is not the intention of our website and/or service to collect data about website visitors who are under 16 years of age. Unless they have the consent of their parents or guardians. However, we cannot check whether a visitor is older than 16. We therefore advise parents to be involved in their children's online activities in order to prevent data about children from being collected without parental consent. If you are convinced that we have collected personal data about a minor without such consent, then please contact us at [info@ice-world.com](mailto:info@ice-world.com) and we will then delete this information.



The general conditions of Ice-World are exclusively applicable on all offers and agreements made and signed by Ice-World. The general conditions are available at our office and at the Trade Register of the Chamber of Commerce Gooi-, Eem- and Flevoland. We will forward them - without charge - upon request. The general conditions are also included in our informational brochure and can be consulted and downloaded on [www.ice-world.com](http://www.ice-world.com). In the event of conflicts, the courts in the city of The Hague, The Netherlands, are exclusively competent.

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

Ice-World Holding B.V. processes your personal data for the following purposes:

- The settlement of your payment (contractual basis)
- Sending our newsletter and/or advertising folder (consensual basis)
- So that we can call or e-mail you if this is required in order to be able to perform our services (contractual basis)
- To inform you about changes to our services and products (consensual basis)
- To deliver goods and services to you (contractual basis)
- Ice-World Holding B.V. also processes personal data if we are legally required to do so, such as data that we need for our tax return (statutory basis).

## **Automated decision-making**

Ice-World Holding B.V. does not make decisions on the basis of automated processing about matters that may have (significant) consequences for people. These are decisions taken by computer programmes or systems without the intervention of a person (such as an Ice-World Holding B.V. employee).

Ice-World Holding B.V. uses the following computer programmes or systems. In accordance with GDPR compliancy, a processing agreement has been concluded with these external organisations:

- INFOR
  - o Ice-World Holding B.V. makes online use of INFOR's SAAS services. These applications and associated data are hosted and stored on INFOR servers in the Netherlands.
- Oxilion, web host
  - o The Ice-World Holding B.V. websites are hosted on a private server managed by Oxilion. When you have completed the online form on the Ice-World International or Ice-World Benelux website, these forms are stored on the Oxilion servers.
- Expectit
  - o Expectit is the IT partner of Ice-World International Holding B.V. Server management and IT items are hosted by Expectit, who uses a secure server.
- Microsoft (Office 365)
  - o Ice-World Holding B.V. uses the various applications of Office 365, including Outlook email and SharePoint. These applications are hosted by Microsoft Nederland in the Office 365 Cloud.
- Dropbox
  - o Ice-World Holding B.V. uses Dropbox for storing data in the cloud. This data is hosted and stored on Dropbox servers.
- MailChimp
  - o Any newsletters are sent using MailChimp. When you sign up for the newsletter, your name and e-mail address are automatically saved in the appropriate list within MailChimp.

- Local storage
  - o Local data that contains personal data is stored on the secure server of Ice-World Holding B.V. Data backups are encrypted and stored periodically off-site.

## **How long do we retain personal information**

Ice-World Holding B.V. retains your personal data no longer than is strictly necessary to realise the objectives for which your data has been collected. We use the statutory retention period of 7 years for the entire customer file. The retention period for company data regarding quotation requests (not customer) is 2 years after the last contact.

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

Ice-World Holding B.V. does not sell your data to third parties and only provides it to them when it is necessary for the execution of our agreement with you or to fulfil a statutory obligation. We enter into a processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. Ice-World Holding B.V. remains responsible for this processing.

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

Ice-World Holding B.V. does not use cookies or comparable techniques.

## **Viewing, modifying or deleting data**

You have the right to view, correct or delete your personal data. Furthermore, you also have the right to withdraw any consent that you have given for the data processing, to object to the processing of your personal data by Ice-World Holding B.V. and to data portability. This last right means that you can submit a request to us to send the personal data that we have about you in a data file either to you or to another organisation that you have specified.

You can send a request to view, correct, delete or transfer your personal data or a request withdrawing your consent or objecting to the processing of your personal data to [info@ice-world.com](mailto:info@ice-world.com).

To ensure that the request to view has been made by you, we ask you to submit a copy of your proof of identity with the request. On this copy, please black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and social security number (BSN). This is to protect your privacy. We will respond to your request as quickly as possible, but within four weeks.

Ice-World Holding B.V. would also like to point out that you have the possibility to file a complaint with the national supervisor at the Personal Data Authority. You can do so via the following link: <https://authorgegevens.nl/nl/contact-met-de-author-gegevens/tip-ons>



### **How do we protect personal information**

Ice-World Holding B.V. takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unsolicited disclosure and unauthorised modification. If you feel that your data is not properly protected or if there are indications of misuse then please contact our customer service or via [info@ice-world.com](mailto:info@ice-world.com)

This Privacy Statement was last revised on 25-5-2018.