

## Your (customer)data at ecmXperts

### Introduction

Because of the European privacy laws (GDPR) and the Dutch 'Algemene Verordening Gegevensbescherming' (AVG) we inform you which (customer)data we register about you and for what purposes we use them. The GDPR is aimed at personal data and privacy.

### Why do we need your data?

We need your data to provide our services to you and your company.

### What data do we keep?

Your first name, last name, department, function, company e-mail address and company phone numbers: your direct fixed line number and your company cellphone number. Furthermore we register whether you are the IT contact person, whether you like to receive our newsletter and whether you like to receive invitations to our events.

We do not keep record of: your date of birth, BSN or other private (address)information.

### For which purposes do we use your data?

We use your data to contact you in case of support issues and to inform you about important software updates and patches.

Your data is not passed on to third parties unless this is necessary for the delivery of our services to you. In most cases you will be informed about the third party involvement. We do not sell personal data to third parties.

### How do we store your data?

Your data is stored in our CRM system and in the support system. Both systems are databases that can only be accessed by employees of ecmXperts. The systems run on our own servers.

### How long do we keep your data?

We keep your data as long as necessary for us to provide services to the company you currently work for. If you leave the company we still keep your first name, last name, department and function in our database because of our history of service. Your company phone number, cellphone number and e-mail address are erased.

### Visiting our websites

We do not use cookies on our websites. We do not keep record of your surfing behaviour nor do we sell data to third parties. Your personal data can be used by us in case you fill in the contact form on the website.

ecmXperts