

Privacy Policy

ARGO-ICT

Please note that the Dutch version of the Privacy Policy is binding. The English Privacy Policy is a free translation of the Dutch 'Privacybeleid'.

Last amended on 20-11-2018

Website

The domains on which ARGO-ICT displays her services to her customers. These include the following domains: www.argo-ict.com, www.argo-ict.nl, www.servicenodehosting.nl, www.servicenodehosting.com en *.argo-ict.net

Personal data processed by ARGO-ICT.

Services

ARGO-ICT processes personal data to enable its services. If you, as a customer, use the services of ARGO-ICT, then ARGO-ICT will process the following information specified by the customer:

- a) first- and last name;
- b) address data;
- c) telephone number;
- d) e-mail address;
- e) payment details (including account number, credit card number and name associated with payment details);
- f) other actively provided personal data if these are necessary to deliver the service as agreed;
- g) IP address
- h) customer number generated by ARGO-ICT.

Business clients

If you, as a business client, use the services of ARGO-ICT, then ARGO-ICT will additionally process your:

- a) company name;
- b) company address data;
- c) chamber of commerce number;
- d) VAT identification number.

Website

ARGO-ICT processes the following additional information when using ARGO-ICT's website.

- a) Cookies;

ARGO-ICT has no intention at all times to collect data from website visitors who are underage (even if they have permission from parents or guardians). However, ARGO-ICT can not check whether a visitor is a minor and that is why ARGO-ICT encourages parents or guardians to be involved in the online activities of their children in order to prevent data on minors from being processed by ARGO-ICT.

Does ARGO-ICT process special personal data?

ARGO-ICT does not process special personal data. ARGO-ICT therefore requests that you do not provide this information.

If, in spite of the above, you are convinced that ARGO-ICT has unlawfully processed special data, ARGO-ICT then asks you to contact us via support@argo-ict.com. ARGO-ICT will then delete this information as soon as possible.

Why does ARGO-ICT process data?

Services

ARGO-ICT only processes data if necessary for its services. Your personal data will therefore only be processed for the following purposes.

If you use services delivered by ARGO-ICT, ARGO-ICT processes your personal data for:

- a) Evaluating your application for a service
- b) Entering and executing your agreement with ARGO-ICT
- c) Processing payments
- d) Incorporating contact for changes to your product or service
- e) Handling complaints
- f) Capturing evidence
- g) Securing our services and combating fraudulent activities
- h) In order to establish that ARGO-ICT actually has contact with you as a customer or one of your legally valid representatives, for example in telephone or written correspondence
- i) Compliance with legal obligations such as necessary information for our tax return

Website

ARGO-ICT processes the following information when using ARGO-ICT's website:

- a) Providing access to your personal environment.
- b) Analyzing your behavior on the website of ARGO-ICT in order to improve the website and to better attune it to your preferences.
- c) Analyzes for statistical and scientific purposes.
- d) Ensuring safety and integrity, for example by identifying, investigating, preventing and actively combating (attempts to) punishable behavior.
- e) Creating a personal environment on the website(s) of ARGO-ICT

Geautomatiseerde besluitvorming

ARGO-ICT does not take decisions based on automated processing on matters that can have (significant) consequences for people. This concerns decisions taken by computer programs or systems, without involving a person (for example an employee of ARGO-ICT).

How long does ARGO-ICT store your personal data?

Legal term

ARGO-ICT does not store your personal data longer than the legally stipulated deadline or if the statutory period does not apply, no longer than the duration of the contract.

Inspection and termination

For the personal data that ARGO-ICT receives in the context of the approval of a service application, the preparation and execution of agreements and the processing of payments, this in any case means that ARGO-ICT does not retain your personal data for more than 3 years after rejection of your application or the termination of the agreement.

Data processing with third parties

Third parties

ARGO-ICT will never share personal data with third parties. ARGO-ICT will only share the necessary personal data with third parties in the case of:

- a) the provision or execution of our services;
- b) carrying out a legal obligation;
- c) registering a domain name.

The parties with whom ARGO-ICT can share personal data are:

- a) **Slack**
ARGO-ICT uses Slack for internal communications within our team. ARGO-ICT has concluded a data processing agreement with Slack.
- b) **Freshworks**
ARGO-ICT uses Freshdesk (part of Freshworks) for handling tickets. ARGO-ICT has concluded a data processing agreement with Freshworks.
- c) **Moneybird**
ARGO-ICT uses Moneybird to keep track of the financial administration and sending invoices ARGO-ICT has concluded a data processing agreement with Moneybird.
- d) **Mollie**
ARGO-ICT uses Mollie to make payments via IDEal possible. ARGO-ICT has no data processing agreement with Mollie because Mollie is not commissioned by ARGO-ICT and therefore is not a processor.
- e) **Google Suite**
ARGO-ICT uses Google Suite for e-mail, storing files and our agenda. ARGO-ICT has concluded a data processing agreement with Google Suite.
- f) **Openprovider**
ARGO-ICT Can share your data with Openprovider depending on the service. ARGO-ICT will share your data with Openprovider if you apply for a domain at ARGO-ICT. ARGO-ICT has concluded a data processing agreement with Openprovider.

Data processing agreements

With third parties that process part of your personal data on behalf of ARGO-ICT, ARGO-ICT concludes a processing agreement. This data processing agreement aims to ensure the confidentiality of the exchange and processing of personal data with / by third parties.

ARGO-ICT nevertheless remains responsible for these processing operations and will therefore take all reasonable administrative, technical and physical measures to protect your personal data against unauthorized access, unintentional loss or alteration.

Other third parties

It may be that your personal data are also shared with third parties that are not necessarily part of the ARGO-ICT service, but are required to deliver the agreed service. ARGO-ICT will request permission for this at all times before the exchange takes place.

Your rights

Your rights

As a client of ARGO-ICT you have the right at all times to request the inspection, correction, transfer or deletion of your personal data. In addition, it is possible to request further temporary processing of personal data or to object to this. In this case ARGO-ICT can not guarantee the uninterrupted functioning of one or more systems or services.

Use of rights

If you want to use these rights please contact us by sending an email to support@argo-ict.com.

Identification

To prevent identity fraud, ARGO-ICT can ask you to identify yourself.

Complaints

It is also possible to contact ARGO-ICT if you do not want to exercise one of your privacy rights, but want to file a complaint about something you are not satisfied with. Under the privacy legislation you also have the right to use the Dutch Data Protection Authority, the Dutch watchdog of privacy legislation.

Security of personal data

Security

The protection of your personal data is of great importance to ARGO-ICT. ARGO-ICT therefore takes all appropriate technical and organizational measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification.