

# 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 13-11-2019**  
**Version 1.1**

# Website

The domains on which ARGO-ICT displays her services to her customers. These include the following domains: [www.argo-ict.com](http://www.argo-ict.com), [www.argo-ict.nl](http://www.argo-ict.nl), and \*.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.

# Cookies

Our websites use cookies. Cookies are small files in which we can store information so that you do not always have to enter it, but we can also see that you visit our website again. You can disable the placement of cookies through your browser, but some parts of our website may not work properly anymore.

# Google Analytics

We use Google Analytics to keep track of how many visitors use our website, but do not give Google permission to use the Analytics information obtained for other Google services. Google anonymises the IP addresses.

## 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](mailto: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 an 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.

## 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](mailto: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.