



## **PRIVACY STATEMENT OF CHR. MULLER TOUW B.V., with its registered offices and principal place of business in Elst, registered in the Commercial Register under number 09055321**

This document describes the policy that Chr. Muller Touw B.V. (hereinafter referred to as 'Chr. Muller Touw') applies in relation to the gathering, processing, use, storage and protection of personal data (hereinafter referred to as 'the Privacy Statement').

Chr. Muller Touw is engaged in the production of rope, rope products and associated articles. Chr. can also be qualified as a wholesaler of the above products (imports and exports of rope, rope products and associated articles). This Privacy Statement applies to all business activities and services of Chr. Muller Touw as well as to (the use of) the websites at [www.chrmullertouw.nl](http://www.chrmullertouw.nl) and [www.touw-online.nl](http://www.touw-online.nl).

### **Processing of personal data**

Personal data are data that can identify a natural person. A person is identifiable if that person's identity can reasonably be determined, directly or indirectly, without disproportionate effort. Direct identifying data are, for example, a name, address and date of birth. Data that cannot be related directly to an individual, but that can be traced to that individual with the aid of other data, also fall within the definition of personal data. This could include an IP address, for example.

#### *Order placement*

When placing an order, via our website or otherwise, you are requested to provide us with your personal data. After registration, we store your personal data. In that regard, we process the following personal data:

- your first name and surname
- your address/postcode
- your town of residence
- your e-mail address
- your telephone number
- your payment details
- IP address

#### *Contact form*

If you fill in a contact form or wish to arrange a meeting with us, we ask you for your name and telephone number and/or e-mail address, depending on how you wish us to contact you.

### **Purpose of processing personal data**

We use personal data that Chr. Muller Touw receives from you for the following purposes:

- to enter into agreements with you and to implement and comply with these;
- to contract and/or (arrange to) fulfil orders;
- to inform you about our services and other activities (e.g. via e-mail, newsletters and company magazines) and to make you offers;
- to comply with current laws and regulations;
- to update our financial accounts, and
- to enable you to access and use the websites at [www.chrmullertouw.nl](http://www.chrmullertouw.nl) and [www.touw-online.nl](http://www.touw-online.nl).

If Chr. Muller Touw outsources (parts of) certain tasks to other companies and/or persons, Chr. Muller Touw may provide them with (parts of) your personal data for the performance of the relevant tasks. In addition, Chr. Muller Touw may provide your data to third parties if it has the right or is required to do so pursuant to current laws and/or regulations, a court order or court decision, or if it has received your consent for this.

Your personal data may also be processed if this is warranted:

- In the interests of State security.
- For prevention, detection and prosecution of crimes.
- For serious economic and financial interests of the State and other public bodies.
- To protect the rights and freedoms of other parties.
- To monitor compliance with statutory requirements imposed for the detection and prosecution of crimes or for serious economic and financial interests of the State and other public bodies.

### **Basis for processing personal data**

If you place an order with us, request information, wish to arrange a meeting with us or complete a contact form, we process your personal data for the execution of an agreement.



It is also possible that Chr. Muller Touw has a justified interest in the processing of your personal data. This might include monitoring security, tackling theft and a direct marketing interest. In each situation, however, Chr. Muller Touw will make a sound assessment of the interests of protecting your privacy on the one hand, and its justified interest on the other. Only if the justified interest of Chr. Muller Touw outweighs your privacy interest will your personal data be processed on the basis of those grounds.

In all other cases, we will request explicit consent for the processing of personal data. If you have given your consent for the processing of your personal data, you are always free to withdraw this consent again.

### **Recipients of your data**

We may provide your personal data to the following categories of recipients:

- Parties that are responsible for or are necessarily involved in the execution of the contract.
- Parties that are responsible for or are necessarily involved in communications with you.
- Other parties, if you have given unequivocal consent for this.
- Other parties, if the processing of the data is necessary for compliance with a statutory obligation by Chr. Muller Touw.
- Other parties, if the data are processed (solely) for statistical or historical purposes.

### **Cookies**

Our websites at [www.chrmullertouw.nl](http://www.chrmullertouw.nl) and [www.touw-online.nl](http://www.touw-online.nl) use cookies. A cookie is a small text file that is placed on your device and in which information is stored about your use of the website. Most browsers will offer you the possibility to refuse the use of cookies or to always ask permission if a server wishes to place a cookie on your device. If you do not permit the placement of cookies, this may impact on the user-friendliness of the website or some parts of the website may not be accessible to you.

Chr. Muller Touw uses the following cookies:

- Functional cookies: these are cookies that are technically necessary for this website to function or that offer you a service or option that you have requested. For example, there is a cookie that saves your log-in details.
- Analytical cookies: these are cookies that help Chr. Muller Touw improve this website by providing us with general statistics on your use of the website. These cookies are placed by a third party service provider with which we work: Google Analytics. Cookies of this type do not identify you individually, but help Chr. Muller Touw perform tasks including:
  - analysis of the use of this website or
  - preparation of statistics.

Google Analytics generates statistical and other information on the use of this website by means of cookies. Google stores this information and uses it for reporting purposes. Google's privacy policy is available at <http://www.google.com/privacypolicy.html>.

Google also forms part of the [Privacy Shield Framework](#), which guarantees compliance with data protection directives between Europe, Switzerland and the US.

### **Third parties**

The website of Chr. Muller Touw may contain references and/or hyper-links to one or more third party websites. Chr. Muller Touw is in no way liable for the way in which these third parties deal with privacy legislation. Chr. Muller Touw therefore recommends that you read the privacy policies on the websites of these third parties, so that you are aware of how these third parties deal with your personal data.

### **Retention term**

Your personal data are not retained for longer than required for the purpose for which we gather or process the data and in order to comply with the statutory retention obligations of Chr. Muller Touw.

### **Personal data protection**

Chr. Muller Touw has taken appropriate, state-of-the-art technical and organisational measures to prevent loss of data or unlawful processing of your personal data.

### **Transfer to other countries**

Your personal data will not be transferred to countries outside the EU.



### **Right to object and rectify**

You have the right to object to the use of your personal data for direct marketing purposes free of charge, without being required to give a reason for this, by sending an e-mail to [administratie@cmtropes.com](mailto:administratie@cmtropes.com). Chr. Muller Touw will terminate the use at your earliest request.

In all other cases, you have the right to object to the processing in connection with exceptional personal circumstances, by sending an e-mail to [administratie@cmtropes.com](mailto:administratie@cmtropes.com). Chr. Muller Touw will assess whether the objection is justified within four weeks of its receipt. If this is the case, Chr. Muller Touw will discontinue the processing.

If your personal data are not correct, you may request Chr. Muller Touw to rectify your personal data by sending an e-mail to [administratie@cmtropes.com](mailto:administratie@cmtropes.com). Chr. Muller Touw will notify you by e-mail within four weeks of the extent to which it is able to meet the rectification request. Personal data may be rectified if they are factually inaccurate, incomplete or not relevant for the purpose for which they are being processed or if they are being processed in contravention of the privacy regulations in any other way.

Finally, we advise you that you have the right to submit a complaint concerning our processing of your personal data to the Dutch Data Protection Authority (DPA) if we have not settled or will not settle your complaint to your satisfaction.

### **Changes to Privacy Statement**

It is possible that changes will be made to this Privacy Statement. This Privacy Statement is published on the websites at [www.chrmullertouw.nl](http://www.chrmullertouw.nl) and [www.touw-online.nl](http://www.touw-online.nl). You should therefore check these websites regularly. The Privacy Statement was last amended on 25 April 2018.

### **Contact details**

Chr. Muller Touw B.V.  
PO Box 183  
6660 AD Elst