



Privacy statement S.S.G. Shipping Services B.V.

Scope

This privacy statement of S.S.G. Shipping Services B.V. (S.S.G.) governs the collection, use and other forms of processing of personal data by S.S.G. related to our services and products, and the proper functioning of the website.

Who is responsible for collecting and processing of your personal data?

S.S.G. Shipping Services B.V. (Admiraal Trompstraat 13, Schiedam, The Netherlands) is the legal entity responsible for all collecting and processing of your personal data necessary for the provision of our products and services.

S.S.G. is committed to respecting and safeguarding your privacy and the security of any personal data you share with us.

Why do we collect your personal data?

Personal data is information that identifies you as an individual or relates to an identifiable individual. S.S.G. takes your privacy seriously. We process personal data about you if you use our services and also when you provide this information to us yourself. We process the information you have provided to us in a careful manner. This privacy statement gives you a clear overview of which personal data we process and how we handle this. It also indicates clearly why we collect the data.

On or through our website we do not collect any data.

We process personal data:

- to communicate with you in a personal way or to inform you about S.S.G. products or services, consistent with your choices;
- to provide customer service, including service around the purchase of services and products, fulfil warranty obligations and product recalls for our own services and those of related companies, and to deal with any enquiries or complaints;
- to administer and fulfil your purchases of S.S.G. products including the financial and logistic handling;
- to perform market research and to improve our business, services and S.S.G. products or to develop new business, services and products;
- to perform statistical analyses and reporting;
- to communicate with participants and offering a loyalty program;
- to communicate future promotional and marketing information including direct marketing purposes and retargeting;
- to comply with our legal obligations, resolve disputes, or enforce our agreements;

If we want to collect and process any of your data for another purpose, we will ask your permission at that time.



Which personal data do we process?

Which personal data we exactly process, depends on which websites, products or services you use. We process the following personal data.

Personal data you provide to us:	This is the personal data that you enter when you use our products or services. This data includes e.g. your name, address, gender, e-mail address, phone number, S.S.G. products you bought, bank details for buying at S.S.G. Shipping Services.
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How do we process your personal data?

In the table below we describe per way of processing: the personal data and the purposes for which we process the personal data as well as the legal basis for the processing:

Ways of processing	Personal data processed	Purposes for processing personal data	Legal basis
Contact form customer service	First name and last name, gender, phone number and e-mail address.	The above described purposes.	Performance of a contract or legitimate interest.
Order form	First name and last name, address, phone number and e-mail address. S.S.G. products you bought, bank details for buying at S.S.G. Shipping Services	The above described purposes.	Performance of a contract or legitimate interest.
Visit our websites (cookies)	We do not use cookies.	We do not store any personal data.	Consent or legitimate interest.

Our legitimate interests include: marketing, advertising, security, (crime) prevention, IT management, research and analysis of our products or services, business management, legal affairs, internal management.

You have the right to withdraw your consent which you may have given to the processing of your personal data at any time by sending your withdrawal request to info@ssg.nl.



How do we share or transfer your personal data?

S.S.G. may share your personal data with the manufacturer(s) of your product. These manufacturers are located in and outside the EU. We share personal data as mentioned in the chart on page 2 (order form). We share those to provide customer service, including product service, fulfil warranty obligations, perform statistical analyses and market research and improve our business, services and products.

S.S.G. does not share your personal data with other third parties (then the manufacturer(s) of your product).

How do we protect your personal data?

We retain personal data for as long as needed or permitted in light of the purpose(s) for which it was obtained and consistent with applicable law.

The criteria used to determine our retention periods include:

- the length of time we have an ongoing relationship with you and provide our services with a maximum of seven years;
- a legal obligation to which we are subject (for example certain laws require us to keep records of your transactions for a certain period of time before we can delete them); or
- the situation in which retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation or regulatory investigations).

Cookies, web beacons and similar techniques

If you are using our websites, services, applications, communications (including e-mail) and accessing or using tools, we do not use cookies, web beacons and other similar technologies for storing information.

Your rights

If you would like to request to review, correct, update, suppress, restrict or delete personal data, object to the processing of personal data, or if you would like to request to receive an electronic copy of your personal data for purposes of transmitting it to another company (to the extent these rights are provided to you by applicable law), you may contact us via info@ssg.nl. We will respond to your request consistent with applicable law.

You have the right to withdraw consent to the processing of your data at any time. Please be aware that if we do not have your personal data, we cannot guarantee the correct delivery of your products, provide customer service, including product service, fulfil warranty obligations, perform statistical analyses and market research and improve our business, services and products. If S.S.G. does not act in accordance with the legal guidelines, you can report this to the Dutch Data Protection Authority (AP).

In your request, please make as clear as possible what personal data your request relates to. For your protection, we may only implement requests with respect to the personal data associated with the particular e-mail address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable and in any event within any applicable legally required timeframes.

Contact, questions, feedback and data protection

If you have any questions about this privacy statement, please contact us at info@ssq.nl.

Policy changes

We may change this privacy statement from time to time. Any changes will become effective when we post the revised privacy statement. If necessary, we will inform you when we change the privacy statement. This statement was last modified on: 18th September 2023.