

Privacy statement

1. General

- **Company details:** CardGate B.V., located at Obrechtstraat 43H, 5344 AT Oss, registered in the Chamber of Commerce under number 17193764, values the security of personal data of (potential) clients highly.
- **Scope and consent:** This privacy statement explains how we use the personal data and other information shared with us or collected by us. By visiting our website or providing your personal data, you accept and agree to the provisions of this privacy statement.
- **Compliance:** All personal data we collect is treated in strict compliance with the European General Data Protection Regulation (Regulation (EU) 2016/679) ('GDPR').

2. Types of personal data collected and purpose

- **Request for information or quotes:** When you request information or a quote from our company, you can fill out a form on our website or send us a message with your request. The form on our website asks for your first and last name, company name, email address, phone number, and Skype name. If you send us an email with your information request, we process the personal data and information provided in your email. We only use these personal data and information to contact you and provide the requested information or quote.
- **Use of anonymised information** We may anonymise the personal data we receive from you and use this data in aggregated form to perform internal research, studies, and analyses. This aggregated information does not identify you.

3. Data retention and protection

- **Retention period:** We will not retain personal data longer than necessary for the purposes described in section 2 or required under applicable law.
- **Protection measures:** We will take appropriate technical and organisational measures to protect personal data from accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access, and against any other unlawful or unauthorised processing. These measures, considering the state of the art and the costs of implementation, provide a level of security appropriate to the risks associated with the processing and the nature of the data to be processed.

4. Data sharing

- **Third parties:** We do not pass personal data to third parties without your express consent, unless required by applicable law or at the direction of the competent supervisory authority.
- **Data processors:** We may use other companies, known as data processors, to process personal data solely on our behalf. Such a data processor is only entitled to process the personal data necessary to perform its services and activities, in accordance with our written instructions. The data processor guarantees that it has taken appropriate technical and organisational measures such that the processing complies with the requirements of this privacy statement and the GDPR, and ensures the protection of the rights of all concerned. The processing of personal data by a data processor will always be under a written processing agreement between us and the data processor.

5. Your rights regarding your personal data

- **Access and control:** You have the right, on request, to get confirmation from us about whether or not your personal data is being processed. You can contact our customer service (support@cardgate.com) to request such information, as well as to access, receive, correct, or erase your personal data. We will process your request immediately in accordance with the GDPR and respond without undue delay, at least within one month of receiving your written request.
- **Objections and complaints:** At any time, you have the right to object to our processing of your personal data on grounds relating to your particular situation. We will no longer process the personal data unless we demonstrate compelling legitimate grounds for the processing which override your interests, rights, and freedoms, or for the establishment, exercise, or defence of legal claims. Should you have complaints about our processing of your personal data or your requests, you can contact our customer service (support@cardgate.com). If your concerns are not addressed, you may always contact the Dutch supervisory authority (autoriteitpersoonsgegevens.nl) or the competent court in the Netherlands.

Contact Information

For questions, our support staff are ready to assist. Ask a question via +31-881 262 888 or send an email to support@cardgate.com.