

Privacy policy Cargo Holland BV

Who we are

We are Cargo Holland BV, a Dutch freight forwarder, with office at Hoeksteen 149, 2132 MX Hoofddorp, the Netherlands.

Cargo Holland BV – hereafter Cargo Holland – is responsible for the collection and use of your data described in this privacy policy.

The types of data we process

We may collect and process the following information:

a. Name, and other identifying information

For example, we may record your name, title, gender, company name and contact details.

b. Your contact details

Your contact details may include your email address and telephone number. When you request a quote via our website we may also record other information you fill out on our quotation form. We also may collect company information such as company name, business location, Chamber of Commerce number and VAT number.

c. Information about your booking

When we book a shipment for you, we process the booking information. This information may include details about flights and any other transportation modalities, rates, commodity, packing list, commercial invoice, consignee details, date of your booking and other country-specific documents.

How we collect your data

We collect your data when you request a quote, book a shipment or contact us regarding other topics.

The main purposes for which we use your data

To handle your request and booking we need to process most of the data described above. To confirm your booking and to inform you about changes in your booking we need your contact details.

We use your contact details to communicate with you in relation to our services, to answer your questions or to handle your complaints.

Disclosing or sharing data with third parties

We may disclose or share your data with service providers or subcontractors for the following purposes.

a. To facilitate your bookings

To handle your bookings and to meet your requirements, we may share your data with other service providers or subcontractors.

b. For support services

We use third parties to provide our services, such as IT suppliers or social network providers. All such third parties will be required to adequately safeguard your data and only process it in accordance with our instructions.

c. Third party websites

Our website may contain links to third-party websites. If you follow these links, you will exit our website. This privacy policy does not apply to websites of third parties. Cargo Holland cannot accept liability for the use of your data by these third parties. Your use of these websites is at your own risk. For more information on how these third parties treat your information, please check their privacy policy (if available).

d. Security and retention

Cargo Holland will take appropriate technical and organizational measures to protect your data against loss or unlawful use. Your data will be retained for as long as required for the purposes described in this privacy policy or in so far as such is necessary for compliance with statutory obligations and for solving any disputes.

International transfer of your data

Cargo Holland may transfer your data to countries other than your country of residence (including countries outside the European Economic Area). This occurs in the course of providing your shipment requirements or because our service providers have operations in countries across the world. The laws of these countries may not afford the same level of protection to your data.

The transfer of your data to countries other than your country of residence is often necessary to provide our services to you.

We may also be required to disclose your data to foreign public or government authorities. Laws in some other countries may require us to give government authorities access to shipment information. Therefore, any information we hold about you and your shipment may be disclosed to the customs authorities of any country in your booking. When required, we will provide this information to the relevant customs authorities. We may also disclose your data to government authorities if applicable law requires disclosure.

Your rights

You may contact Cargo Holland to exercise any of the rights you are granted under applicable data protection laws, which includes (1) the right to access your data, (2) to rectify them, (3) to erase them, (4) to restrict the processing of your data, (5) the right to data portability and (6) the right to object to processing.

1. Right to access

You may ask us whether or not we process any of your data and, if so, receive access to those data in the form of a copy. When complying with an access request, we will also provide you with additional information, such as the purposes of the processing, the data concerned as well as any other information necessary for you to exercise the essence of this right.

2. Right to rectification

You have the right to have your data rectified in case of inaccuracy or incompleteness. Upon request, we will correct inaccurate data about you and, taking into account the purposes of the processing, complete incomplete data, which may include the provision of a supplementary statement.

3. Right to erasure

You also have the right to have your data erased, which means the deletion of your data by us and, where possible, any other controller to whom your data have previously been made public by us. Due to the way we maintain certain services, it may take some time before backup copies are erased.

4. Right to restriction of processing

You have the right to obtain the restriction of the processing of your data, which means that we suspend the processing of your data for a certain period of time. Circumstances which may give rise to this right include situations where the accuracy of your data was contested but some time is needed for us to verify their (in)accuracy. This right does not prevent us from continuing to store your data. We will inform you before the restriction is lifted.

5. Right to data portability

Your right to data portability entails that you may request us to provide you with your data in a structured, commonly used and machine-readable format and to have such data transmitted directly to another controller, where technically feasible. Upon request and

where this is technically feasible we will transmit your data directly to the other controller.

6. Right to object

You also have the right to object to the processing of your data, which means you may request us to no longer process your data.

When you would like to exercise your rights, all you have to do is send your request to

Cargo Holland BV

Attn. Customer Service
Hoeksteen 149
2132 MX Hoofddorp
The Netherlands
Email: info@cargoholland.com

You can also contact us if you have any questions, remarks or complaints in relation to this privacy policy.

How we look after this policy

This privacy policy was most recently amended on 24 May 2018. These changes were made primarily with regard to the EU's new data privacy law, the General Data Protection Regulation (GDPR). We may amend this privacy policy from time to time. An announcement will be made on our website, prior to these changes taking effect.