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## PRIVACY POLICY

In this privacy statement of ConCorEx - Delivering Stratey / Food Safety Experts we describe, among other things, which personal data we request and use and for what purposes.

### WHAT DATA DO WE USE?

We use the following personal data for the following purposes:

*Website visitors:*

**IP addresses:** for tracking visitor statistics.

*Customers who register:*

**Contact name (mandatory):** to identify and contact the contact person.

**Company name (mandatory for purchases):** to identify the customer, for our administration, to comply with the statutory administrative obligations.

**Company address (mandatory for purchases):** to identify the customer, for our administration, to comply with the statutory administrative obligations.

**E-mail address (mandatory):** to send you a confirmation of the registration on the website and of orders made, to send email newsletters if you agree to this and for further correspondence.

**Telephone number (required for an appointment):** to contact you with any questions and for customer inquiries.

*Other data:*

Content of any (email) correspondence with the customer and other persons, including via our Facebook, and LinkedIn account: to correspond with you.

## TO WHO ARE WE PROVIDING YOUR DATA?

We only use your data for ourselves, but in the following cases it may be necessary to pass on your details to others:

### **Suppliers (including "processors").**

We use suppliers, including website administrators and hosting companies for hosting our website. The hosting provider hosts your data in the Netherlands, the website administrator only has incidental access to your data if this is necessary for the execution of the management.

### **Accountant / accountant.**

We must pass on the details on your invoice to our accountant or bookkeeper. Legal advisers. In case of a legal dispute with you, we may be obliged to pass on your details to a legal advisor and use them in legal proceedings. In doing so, we will only pass on the information that is necessary in connection with the legal procedure.

### **Government agencies.**

If we are legally obliged to do so, we must pass on your details to government agencies, for example to the tax authorities.

## IN WHAT COUNTRIES IS YOUR DATA STORED?

Your personal data is stored in our e-mail system and this goes through the [ActiveCampaign](#) servers.

ActiveCampaign servers are based in the United States. Your data can therefore be transmitted, stored and processed in the United States. The transfer of this data is done on the basis of the EU-US Privacy Shield Framework. More information about the ActiveCampaign privacy policy can be found [here](#).

In addition, we share data that we have obtained by requesting a free workshop / training with Facebook to create advertising target groups.

## IS YOUR PERSONAL DATA WELL PROTECTED?

We have taken appropriate technical measures to protect personal data against loss or other forms of unlawful processing. These measures, including encryption using an SSL certificate and two-factor authentication, provide a level of security that matches the data we process.

## DO WE PLACE COOKIES?

Yes. We place cookies and other information on your computer, tablet, mobile phone, smartwatch or other device with which you visit our website. It only concerns functional cookies.

### Facebook Advertising cookies

With your permission we use cookies from Facebook (Facebook Custom Audience, Facebook Impressions, Facebook Connect and Facebook Pixel) to make advertisements available. These cookies ensure that relevant ads are displayed to you. More information about Facebook's cookies can be found [here](#).

### Tracking cookies

We use, with your permission, site tracking of ActiveCampaign. Site tracking places a cookie that keeps track of which pages you view on our website. This allows us to better adapt our marketing, services and advertisements to your interests. More information about site tracking can be found [here](#).

### Google Analytics

Cookies are also placed by our statistics package, Google Analytics. We would like to know how our visitors use the website and how many people visit our website every month, so that we can optimize the use of the website. Of course, we do not want you to be tracked undesirably, but we want to provide you with the best possible service and we need good statistics for that. With Google Analytics, the information is anonymised as well as possible. Your IP address is expressly not used. We cannot therefore personally deduce you. More information about the Google Analytics policy can be found [here](#).

### Disable and remove cookies

Do you want to disable or delete the cookies? You can do this via your browser settings. If necessary, use the help function of your browser to find out how you can do this.

Things you can always do:

- Disable "third-party cookies" automatically in your browser. Modern browsers (Chrome and Firefox) offer many options for this.
- Indicate in your browser settings that you do not want to be 'tracked'
- You can always remove the placed cookies from your browser and you can also block them by domain.
- You can find more information on how to disable cookies via the [Your Online Choices](#) website.

Do you have further questions about our cookies? Please contact us.

## HOW DO WE USE SOCIAL MEDIA?

We would like to make it as easy as possible for you to share the content of our website via Social Media. This can be done through Social Media (share) buttons.

We have placed the buttons of the following Social Media Platforms. Read the privacy statements of the respective Social Media platforms to know how they deal with privacy. Below you will find the various privacy statements:

- [Facebook](#)
- [Instagram](#)
- [YouTube](#)
- [LinkedIn](#)
- [Twitter](#)

## HOW LONG IS YOUR DATA STORED?

We do not store your data longer than necessary for the purpose for which it was received. If you unsubscribe from our e-mails, your personal data will be removed from the system by the end of the relevant month at the latest.

We keep the data in our accounting and CRM system for at least 7 years, in order to comply with all our legal obligations. This information will be removed by us within 1 year after the expiry of this obligation.

The above deadline applies, provided that there are further legal obligations for us to keep the data longer and / or to keep it available.

## WHAT ARE MY RIGHTS?

By law, you have the right to ask us to view your data, to have incorrect data corrected, in certain cases to have these removed, protected and objected to this. When using your data for direct marketing you always have the right of objection. If you want to delete your data, please let us know (see below under "What if you have questions or complaints?"), You may no longer be able to use your account. We will let you know in good time whether we comply with your request. In some cases we can refuse a particular request.

We will process your request within 4 weeks. By written means is also understood by e-mail. You can e-mail your request to us via [info@foodrecall.nl](mailto:info@foodrecall.nl)

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## WHAT IF YOU HAVE ANY QUESTIONS OR COMPLAINTS?

If you have questions or complaints or want to submit a request, please contact us.

Our contact details are:

ConCorEx - Delivering Strategy / FoodRecall.nl / Food Safety Experts / Food Strategy Institute

Schapendijk 7

7451 KT Holten

Netherlands

email: [info@foodrecall.nl](mailto:info@foodrecall.nl)

## CAN THIS PRIVACY STATEMENT CHANGE?

Yes. This privacy statement is dated September 13, 2023. We reserve the right to change this privacy statement. If this is a major change, we will inform you accordingly. If it is a new purpose for the same data, we will give you the opportunity to object to this.