



This is how we handle your data

Also known as: Privacy Policy or Privacy Policy

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Privacy protection

We are aware that you trust us. We therefore see it as our responsibility to protect your privacy. In this Privacy Policy, we will inform you about the data we collect when using the website dovendi.com and our services, as well as why we collect this data. All of this is aimed at understanding how we operate.

This privacy policy applies to the use of the website, the services of Dovendi BV (Dovendi), and, where applicable, also to third-party services offered through Dovendi. By using our website and services, you indicate your acceptance of our policy.

Dovendi respects the privacy of all Users and takes care to treat the personal information you provide us with confidentially.

Purposes

We do not collect or use information for purposes other than those described in this privacy policy, unless we have obtained your prior consent for this.

Data for our services

When you use one of our services directly or indirectly, we need your data. For an initial request, this involves: name (company and/or personal), email address, and telephone number. If you proceed to purchase a service via Dovendi, we will ask for additional - financial - data to issue an invoice. All data is used to be able to perform the service. The data is stored on secure cloud servers of third parties (ISO 27001 certified), located within the European Union.

We do not combine this data with other personal data we may also have.

The provision of initial data is used as an indication of interest in a particular service (quantitatively, so the number of times interest has been shown). We do not use the data for qualitative purposes.

We will never use provided data for purposes other than those for which interest has been shown or an order has been given without consent. In practice, this means that we will not send newsletters or make unsolicited offers without consent.

Data will be deleted upon request, except for the data we are obliged to keep under fiscal legislation.



Communication with Dovendi

When you email or otherwise send messages to us, we may retain those messages. Sometimes we also ask for personal data relevant to the situation at hand. This allows us to process questions and respond to requests. This data is also stored on secure servers of a third party (see above).

Third parties

We only share information with parties that offer services through the site and from whom you purchase a service. We will always inform you about this.

In some cases, the information may also be shared internally. Our employees and contractors are required to respect the confidentiality of personal data.

Use of cookies

We collect data for research to have the best possible understanding of customer expectations, so that we can optimize the user experience and tailor our services accordingly. We do this by using cookies. These are text files placed on your computer. This helps analyze how visitors use the site.

The information generated by the cookie about your use of the website may be transferred to secure servers of a third party.

Most browsers are set to accept cookies by default, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some features and services on our and other websites may not function correctly if cookies are disabled.

Changes

This privacy statement is tailored to the use and capabilities of the website and services of Dovendi. Any adjustments and/or changes to this site may result in changes to this privacy statement. It is therefore advisable to consult this privacy statement regularly. We keep track of version changes, which you can see under the title of this statement.

Questions and feedback

We regularly check whether we comply with this privacy policy in our actions. Questions about our privacy policy? We are happy to assist you.