

LEM Holland, located at Weegschaalstraat 46 7324 BH Apeldoorn, The Netherlands is responsible for the processing of personal data as shown in this privacy statement.

### **Contact details**

<http://www.lemholland.nl/>

Weegschaalstraat 46  
7324 BH Apeldoorn  
The Netherlands  
tel. +31 (0) 55-3669359

Dhr. T.J. Jaspers is the Data Protection Officer of LEM Holland. He can be reached via [info@lemholland.com](mailto:info@lemholland.com).

### **Personal data that we process**

LEM Holland processes your personal data because you use our services and / or because you provide them yourself.

Below is an overview of the personal data we process:

- First and last name
- phone number
- E-mail address

### **Special and / or sensitive personal data that we process**

Our website and / or service does not intend to collect data about website visitors who are younger than 16 years. Unless they have permission from parents or guardians. However, we can not check if a visitor is older than 16. We encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without this consent, please contact us via [info@lemholland.com](mailto:info@lemholland.com), then we will delete this information.

### **For what purpose and on what basis we process personal data**

LEM Holland processes your personal data for the following purposes:

- To call or e-mail if necessary to carry out our services
- To inform you about changes to our services and products

### **Automated decision-making**

LEM Holland does not take decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions taken by computer programs or systems, without a person (for example an employee of LEM Holland) sitting between them.

### **How long we store personal data**

LEM Holland does not store your personal data longer than is strictly necessary to realize the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

(Category) personal data	> Retention period	> Reason
Personalia	> Until request of removal	> To be able to provide services
Address	> Until request of removal	> To be able to provide services
E-mail address	> Until request of removal	> To be able to provide services

### **Sharing personal data with third parties**

LEM Holland will not sell your information to third parties and will only provide this information if this is necessary for the execution of our agreement with you or to comply with a legal obligation. With companies that process your data in our assignment, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. LEM Holland remains responsible for these processing operations.

**Cookies, or similar techniques, that we use**

LEM Holland does not use cookies or similar techniques.

**View, modify or delete data**

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by LEM Holland and you have the right to data portability. This means that you can submit a request to us to send the personal information we have in your computer file to you or another organization mentioned by you.

You can send a request for access, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [info@lemholland.com](mailto:info@lemholland.com).

To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy. We respond as quickly as possible, but within four weeks, at your request.

LEM Holland also wishes to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority.

**How we protect personal data**

LEM Holland takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of misuse, please contact our customer service or via [info@lemholland.com](mailto:info@lemholland.com).