

## Shibaura Europe BV Privacy Statement

Shibaura Europe BV, headquartered at 6851TE Huissen, Begonialaan 7, is responsible for processing personal information, as shown in the privacy statement.

### Contact details:

Shibaura Europe BV  
Begonialaan 7  
6851 TE Huissen  
0031 26 326 9999  
[info@shibaura.com](mailto:info@shibaura.com)

### Personal information that we process

Shibaura Europe B.V. respects your privacy and ensures that the personal information you provide is treated confidentially. Processing of personal data is done in accordance with the requirements set by the General Data Protection Regulation. This privacy statement describes how Shibaura Europe BV handles your personal data.

Shibaura Europe BV processes your personal information because you use our services and/or because you have provided us with this information yourself.

Below you will find an overview of the personal information that we process

- First and last name
- Address
- Phone number/ Fax number
- E-mail address
- Account number
- Others personal information that you have actively provided, for example by completing a profile in the online store, in writing, and by phone
- Bank account number

### Special and/or sensitive personal information that we process

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

## For what purpose and on what basis we process personal information

Shibaura Europe BV processes your personal information for the following purposes:

- Processing and executing quotes/order
- Financial administration
- Billing
- Data Security
- Handling complaints/warranties
- Sending newsletter
- Calling/e-mailing to provide services
- Social marketing
- Direct marketing
- Maintaining online store account
- Website analytics
- Sending messages
- Inform about changes to services
- Legal requirements

## Automated decision-making

Shibaura Europe BV does not make decisions based on automated processing for matters that can have (significant) consequences for someone. That means that decisions are not made by computer programs or systems without requiring human intervention (e.g., from a Shibaura Europe BV employee).

## How long we store personal information

Shibaura Europe BV does not store your personal information for longer than is strictly necessary to fulfil the reason for which your information was collected. We keep all personal information as long as necessary for the purposes mentioned above. The aforementioned terms apply unless Shibaura Europe B.V. is required by law to keep personal data longer.

## Use of the private portion of the website

If you're an employee of one of Shibaura Europe B.V.'s dealers, you can get a username and password to log into the private portion of the website (online store). As a user, you are responsible for treating the username and password carefully. We assume that anyone who registers with a username and password is authorised to use them. If you believe that unauthorised parties know your password, you must let Shibaura Europe B.V. know as soon as possible so that appropriate steps can be taken.

## Sharing personal information with third parties

Shibaura Europe B.V. does not provide personal data to third parties other than by law, at your request or to processors commissioned by Shibaura Europe B.V. perform certain activities.

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

Shibaura Europe BV only uses technical, functional and analytical cookies that do not infringe your privacy. A cookie is a small text file that is stored on your computer, tablet, or smartphone when you first visit this Website. The cookies we use are necessary for the technical operation of the Website and for ease of use. They ensure that the Website works properly and remember, for example, your preferences. We can also use this information to optimise our Website.

There may also be links to third-party sites on the Website. Although these sites have been carefully selected, Shibaura Europe B.V. bears no responsibility for these third parties and the way in which they handle your (personal) information.

You can opt out of cookies by changing your browser settings to no longer store cookies. In addition, you can also delete all information previously saved using your browser settings.

## **View, modify, or delete information**

You have the right to view, modify, or delete your personal information. You also have the right to withdraw your consent to information processing or to object to the processing of your personal information by Shibaura Europe BV, 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 to you or another organisation as requested by you.

You can request access, modification, deletion, or transfer of your personal information, or withdraw your consent or object to the processing of your personal information, by e-mailing [info@shibaura.com](mailto:info@shibaura.com).

To ensure that it's you making the access request, please enclose a copy of your identification with the request. Makes sure your passport photo, the MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number are redacted in this copy. This is to protect your privacy. We will respond to your request as quickly as possible, within four weeks at the latest.

In all cases for which your consent is the basis for a certain kind of information processing, you have the right to revoke that consent. This will have no effect on information processed in the past, but does mean that we will not be allowed to process this information going forward. It is possible that, as a result, Shibaura Europe BV may no longer be able to provide you with certain services.

## **Can this Privacy Statement be changed?**

This Privacy Statement can be amended. So we recommend that you read through the Privacy Statement on our website regularly for any changes. By using our services, you are agreeing to the latest version of our privacy statement. The current privacy statement was last updated on 23 May 2018.

### Where can you send complaints and questions?

Shibaura Europe BV takes the protection of your information seriously and always takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure, and unauthorised modification of your information. If you believe that your information is not secure or that there are indications of misuse, please contact us on 026-3269999 or at [info@shibaura.com](mailto:info@shibaura.com).

Shibaura Europe BV would also like to remind you that you can file a complaint with the national regulatory body, the Dutch Data Protection Authority, on their website, <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

