**Arpadis Benelux NV**

**External Privacy Notice**

# Who we are and what we do

## **Who we are**

We are Arpadis which includes Apardis Benelux NV, our affiliate group entities and any other Arpadis entities held from time to time by its holding company Aljasen Group Limited (“Arpadis”, “us”, “we”, “our”).

## **What we do**

We are a chemical distributor across Europe and Asia, distributing chemicals to large global organisations. We and our subsidiaries are committed to protecting the privacy and security of the Personal Data we process about you.

## **Controller**

Unless we notify you otherwise, we are the controller of the Personal Data we process about you. This means that we decide what Personal Data to collect and how to process it.

# Purpose of this privacy notice

The purpose of this privacy notice is to explain what Personal Data we collect about you and how we process it. This privacy notice also explains your rights, so please read it carefully. If you have any questions, you can contact us using the information provided below under the ‘How to contact us’ section.

# Who this privacy notice applies to

This privacy notice applies to you if:

1. You visit our website
2. You are a customer or potential customer
3. You request a quotation from us
4. You organisation purchases our products or services
5. You enquire about our products and services via our website, events or contacting us

# What Personal Data is

‘Personal Data’ means any information from which someone can be identified either directly or indirectly. For example, you can be identified by your name or an online identifier.

# Personal Data we collect

The type of Personal Data we collect about you will depend on our relationship with you. For the type of Personal Data we collect see the table below in the section entitled ‘Purposes, lawful bases and retention periods’.

# How we collect your Personal Data

We collect most of the Personal Data directly from you in person, by telephone, text or email and/or via our website.

However, we may also collect your Personal Data from third parties such as:

* reputable companies who provide lead generation contact lists
* others to whom you have provided consent
* publicly available sources such as social media platforms

# Purposes, lawful bases and retention periods

# We will only use your Personal Data when the law allows. Most commonly, we will use your Personal Data in the following circumstances:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Categories of individuals** | **Categories of Personal Data** | **Purpose of Processing** | **Lawful Basis** | **Retention Period** |
| **Business Associate and Customers** | **Name, company name, company address, email, phone number, any additional info** | **To request a quotation** | **Contract** | **6 years following the date of the transaction** |
| **Business Associate and Customers** | **Name, company name, company address, email, phone number, any additional info** | **To fulfil your orders** | **Contract** | **6 years following the date of the transaction** |
| **Potential Customer** | **Name, company name, company address, email, phone number, any additional info** | **To provide you with assistance and answer your enquiries about our products** | **Contract** | **2 years from the last meaningful contact** |

Where Personal Data is processed because it is necessary for the performance of a contract to which you are a party, we will be unable to provide our services without the required information.

# Sharing your Personal Data

We may share your Personal Data with our carefully selected third parties, for example, we may use a supplier to provide services which support the services which we provide to you. In this case, we remain responsible for your personal data and will ensure we have a written agreement in place with any third party provider. We currently use third-party suppliers:

* for invoice purposes
* to set up direct debits and payments.
* for software for internal business purposes
* for accountancy services
* for HR purposes

# International Transfers

Your Personal Data may be processed outside the UK/European Economic Area (“EEA”). This is because the organisations we use to provide our services may be located outside of the UK/EEA.

We have taken appropriate steps to ensure that the Personal Data processed outside the EEA has an essentially equivalent level of protection to that guaranteed in the EEA. We do this by ensuring that:

* Your Personal Data is only processed in a country which the European Commission or UK government has confirmed has an adequate level of protection (an adequacy decision); or
* We enter into Standard Contractual Clauses or International Data Transfer Agreement/ International Data Transfer Addendum (whichever is applicable) with the receiving organisations and adopt supplementary measures, where necessary.

# Your rights and how to complain

You have certain rights in relation to the processing of your Personal Data, including to:

* **Right to be informed**

You have the right to know what personal data we collect about you, how we use it, for what purpose and in accordance with which lawful basis, who we share it with and how long we keep it. We use our privacy notice to explain this.

* **Right of access** (commonly known as a “Subject Access Request”)

You havethe right to receive a copy of the Personal Data we hold about you.

* **Right to rectification**

You have the right to have any incomplete or inaccurate information we hold about you corrected.

* **Right to erasure** (commonly known as the right to be forgotten)

You have the right to ask us to delete your Personal Data.

* **Right to object to processing**

You have the right to object to us processingyour Personal Data. If you object to us using your Personal Data for marketing purposes, we will stop sending you marketing material.

* **Right to restrict processing**

You have the right torestrict our use of your Personal Data.

* **Right to portability**

You have the right to ask us to transferyour Personal Data to another party.

* **Automated decision-making.** You have the right not to be subject to a decision based solely on automated processing which will significantly affect you. We do not use automated decision-making.
* **Right to withdraw consent**

If you have provided your consent for us to process your Personal Data for a specific purpose, you have the right to withdraw your consent at any time. If you do withdraw your consent, we will no longer process your information for the purpose(s) you originally agreed to, unless we are permitted by law to do so.

* **Right to lodge a complaint**

You have the right to lodge a complaint with the relevant supervisory authority, if you are concerned about the way in which we are handling your Personal Data.

For supervisory authorities in other countries within the EU see the link below:

<https://edpb.europa.eu/about-edpb/about-edpb/members_en>

If you are located in a country outside of the UK/EEA, the above rights may differ slightly. Nevertheless, we will adhere to the data protection laws in the country you reside.

**How to exercise your rights**

You will not usually need to pay a fee to exercise any of the above rights. However, we may charge a reasonable fee if your request is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, you may contact us using the details set out below within the section called ‘How to contact us’. We may need to request specific information from you to confirm your identity before we can process your request. Once in receipt of this, we will process your request without undue delay and within one month. In some cases, such as with complex requests, it may take us longer than this and, if so, we will keep you updated.

# How to contact us

If you wish to contact us in relation to this privacy notice or if you wish to exercise any of your rights outlined above, please contact us as follows:

**Belgium:**

Arpadis Benelux NV Office

Hertogenpark

Desguinlei 88A

2018 Antwerpen

Belgium

[benelux@arpadis.com](mailto:benelux@arpadis.com)

+32(0)3 206 93 70

# Changes to this privacy notice

We may update this notice (and any supplemental privacy notice), from time to time as shown below. We will notify of the changes where required by applicable law to do so.

Last modified June 2023

You can find previous versions of this notice here [[hyperlink].](https://www.arpadis.com/wp-content/uploads/2023/06/13.-Arpadis-External-Privacy-Notice-v1.0.docx)