

## Privacy Statement

World Horse Transport BV, is responsible for the processing of personal data as stated in this privacy statement.

### Contactgegevens:

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3861 RN NIJKERK  
Netherlands  
T: 036 3030993  
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[www.horsetransport.world](http://www.horsetransport.world)

### Personal data that we process:

World Horse Transport BV processes your personal data because you make use of our services and/or because you provide them to us yourself. Below you will find an overview of the personal data we process:

- First name and surname
- address data
- Telephone number
- Email address
- Other personal data that you actively provide, for example through a profile on our website to make, as well as in our automated plan program, in correspondence as telephone information provided;
- Bank account number
- Information about your activities on our website
- Internet browser and device type

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

Our website and/or service has no intention of collecting information about website visitors under the age of 16. Unless they have parental or guardian permission. However, we cannot verify whether a visitor is over 16 years of age. We encourage parents to be involved in their children's online activities in order to prevent the collection of information about children without parental consent



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

World Horse Transport BV processes personal data for the following activities:

- To be able to call or e-mail you if this is necessary in order to be able to carry out our services
- Inform you about changes to our services and products
- To deliver/collect goods and services from you
- Handling your payment
- World Horse Transport BV analyses your behaviour on the website in order to improve and tailor the range of products and services to your preferences.

### **Automated decision making**

World Horse Transport BV does not make decisions on the basis of automated processing on matters that may have (significant) consequences for persons. These are decisions taken by computer programs or systems, without any human action having been performed for them. (for example, by an employee of World Horse Transport BV) World Horse Transport BV uses the following computer programs or systems: Outlook for communication purposes, Invoice Sending and Clay Clay to be able to send and administer our invoices, a CRM program to collect your data and make a file out of it, CMR-Jet to be able to generate your transport documents.

### **How long we retain personal data**

World Horse Transport BV does not retain your personal data longer than is strictly necessary to achieve the purposes for which your data are collected. We apply the following retention periods for the following (categories of) personal data:

- Personal details; first and last name, address, telephone number, e-mail address and bank account number - We store these details so that we have all the details complete and can provide you with a better service in the event of any subsequent contact. This data is stored for up to 14 months after the last use and may be used for a longer period for statistical purposes.
- Website use - This data is used to monitor website behaviour. And possibly improve the website. These data will be stored until the website is closed down.

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

World Horse Transport BV shall only supply to third parties and only if necessary for the performance of work for you or to comply with a legal obligation.

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

World Horse Transport BV does not use cookies or similar techniques.

**View, modify or delete data**

You have the right to view, correct or delete your personal data. In addition, you have the right to revoke your possible consent for the data processing or to object to the processing of your personal data by World Horse Transport BV and you have the right to data transfer. This means that you can submit a request to us to send the personal details we hold about you in a computer file to you or another organisation you have mentioned. (only if digitally transferable) You may send a request for inspection, correction, removal, data treating of your personal data or a request to withdraw your consent or objection to the processing of your personal data to [info@horsetransport.world](mailto:info@horsetransport.world). To ensure that the request for inspection has been made by you, we ask you to enclose a copy of your proof of identity with the request. In this copy, make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Burgerservicenummer (BSN) black. This is to protect your privacy. We will respond as soon as possible, but within four weeks. World Horse Transport BV would also like to draw your attention to the fact that you have the possibility to file a complaint with the national regulator, the Personal Data Authority. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tipons>

**How we secure personal data**

World Horse Transport BV takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. If you have the impression that your data is not properly secured or there are indications of misuse, please contact our HR employee at [info@horsetransport.world](mailto:info@horsetransport.world).