

Involtum Services B.V. Privacy Statement

Your privacy and data security are important to us. This policy sets out how we will treat any personal data we obtain from you. By providing personal data to us, you agree that we may collect use and process personal data in ways outlined in this policy in accordance with the current General Data Protection Regulation (GDPR). We ask you to read through the following statement.

Outline of the privacy statement:

1. Purposes of processing personal data
2. Marketing & communications
3. Sharing of personal data and data security
4. User rights
5. Contact details
6. Review privacy statement

1. Purposes of processing personal data

Your personal data is stored and processed by Involtum Services B.V. for the provision of the services offered. These services include the settlement of detention charges; activation and payment of electricity, drinking water, washing and drying transactions in marinas, campsites and at any other locations, where the operator has opted to employ the services of the Involtum Services B.V. labels. Once registered with of these labels, you can go via the website or app and use your phone to activate or deactivate the different services at connected locations. Payment transactions are processed via Involtum Services B.V..

In order for the invoicing and the collection of payments, we require your main address, email and mobile telephone number. If you opt to collect a payment via direct debit, we require your IBAN data. In order to meet with the operator requirements of the marina, motorhome site or other location it may be necessary for you to provide either the name of your vessel or the vehicles badge number. Calculation of the correct rate will also be determined by the length of your vessel or vehicle in addition to the number of guests.

To calculate the costs for the invoice, we measure how much you use a facility in terms of your actual consumption of kWh of electricity, liters of water and/or wash transactions. We record the duration of your stay, at which location and the time of each individual transaction.

Involtum Services B.V. also allows the operator of the location, where you are a guest, access to this information.

2. Marketing & Communication

Involtum Services B.V. will not share your data with third parties for marketing activities for any reason, unless required to do so by law. Involtum Services B.V. reserves the right to use your customer data to maintain the customer relationship, via a newsletter to inform you of new products, services or functions. Involtum Services B.V. may in the future, use your customer information to send you relevant tourist information on the vicinity of marina or campsite where you are based at a particular time.

In the context of its marketing activities, Involtum Services B.V. uses cookies to gather and store keeps general information from its website visitors. We will collect the IP address of your computer, the time of retrieval and data sent by a visitor's browser. This data is recorded and used for statistical analysis of visit and click behaviour on the website. Data is anonymised as much as possible.

3. Sharing of personal data and data security

Involtum Services B.V. protects the data entrusted to it by means of technical and administrative security measures to minimise the risk of loss, misuse, unauthorised access, disclosure and alteration. This is achieved by means of firewalls, data encryption, physical and administrative access controls up to the data and servers.

Should you become aware that data has been compromised or abused, please contact us immediately. Our contact details are listed under section 5.

Involtum Services B.V. work with a small number of service providers, including ICT service providers for the hosting of our databases and our platform, ICT developers. We provide a telephone helpdesk that enables them to access your data in order to carry out their work on behalf of Involtum Services B.V.. They are bound by similar measures to ensure the protection of the data entrusted to Involtum Services B.V..

4. User rights

Once you are signed up with one of Involtum Services B.V.'s labels, you can view your data on the personal pages of the website and where you can also, modify your personal information. Not all personal data can be customised via the website.

You can view all of your personal information by written request via our e-mail at the address below. We can ask you to identify yourself to verify the correctness of the request. Should the overview provided by us contain factual inaccuracies, you can contact us in writing to modify the data. and You may request us to have your data removed should you wish to do so.

If you do not want to be contacted by us with information about our products and services, you can notify us in writing.

If you no longer wish to make use of Involtum Services B.V., you can let us know in writing by sending an e-mail to the address below. We can ask you to identify yourself to verify the correctness of the request. After all your transactions with Involtum Services B.V. have been completed and paid, we will terminate your registration and we will only retain the data that we are required by law for the time periods set. We will keep all other data anonymous for statistical purposes. From that moment on you can no longer make use of the possibility to gain insight into your personal data.

5. Contact details

You can address your questions and requests concerning the processing of personal data to:

Involtum Services B.V.
Compliance Department
Hofplein 20
3032 AC Rotterdam
compliance@involtum.com

6. Review Privacy Statement

We reserve the right to modify our privacy statement. Changes will be published on our website.

This policy was last revised on: 6 June 2018