

Privacy policy

■ Who are we?

Watertaxi Rotterdam B.V. (hereafter “Watertaxi Rotterdam”), located at Koninginnenhoofd 7, 3072 AD Rotterdam.

If you have any questions, comments or complaints regarding how Watertaxi Rotterdam processes your personal data, please contact the Spring Holding B.V. administration at administratie@springholding.nl.

■ Why do we process your personal data?

If you are or were a **customer** of Watertaxi Rotterdam, we process your personal data so that we can provide the services we have undertaken to perform for you and invoice you for them. For subscriptions, we also ask for address information. This information is used to improve our services through internal analyses by gaining insight into the geographical distribution of our customers.

If you **supply** goods and/or services to Watertaxi Rotterdam, we use the personal data of your contact person to implement our agreement. That is limited to name, telephone number and business email address.

If you have **contacted** us for any other reason than to make a booking, we use the contact data you have provided us with to deal with your request.

We use analytic cookies to analyse visits to our **website/app**. We do that to improve the site and to coordinate our products and services to your preferences. We use your IP address anonymously, so that it cannot be traced back to you personally.

If you **work** for Watertaxi Rotterdam or have **applied for a job**, please see our privacy statement for employees, available on our employees’ portal, and our job application protocol, available on request.

Watertaxi Rotterdam never makes use of automated decision-making or profiling.

■ Do we pass on your personal data?

Watertaxi Rotterdam uses Google API’s for its website and app, therefore we refer to the privacy policy of Google <https://policies.google.com/privacy>

Watertaxi Rotterdam makes use of a personal data processing service. They only process personal data on the instructions of Watertaxi Rotterdam and on the basis of a data processing agreement. Agreements have also been made with the sub-processors to guarantee safety of data.

In addition, if you have given us permission to do so, we share your personal data with third parties. This is necessary to perform the agreed services, under the law, or because we have a justified interest in doing so. The parties we may share personal data with are the tax and customs administration,

municipal authorities, the police, external auditors and external legal advisers.

The personal data are processed in the Netherlands and the European Economic Area (EEA). In the European Economic Area (EEA) data is processed (stored) by Amazon Web Services (AWS). AWS acts under the privacy shield, ensuring an appropriate level of data protection.

■ How long do we keep personal data?

We keep personal data no longer than is necessary for the purposes for which we have obtained them, unless they have to be kept for a statutory period.

- We have to keep our administrative data for 7 years.
- We keep data on anonymous bookings for 3 months.
- We keep data on a booking with an account for 18 months
- After termination of your account, your account will be terminated within 7 days. Personal data will be kept 3 months after a booking.

■ What are your rights?

Of course, you have certain rights regarding how we process your personal data. Under the General Data Protection Regulation (AVG), you have the right:

- to see the dossier;
- to withdraw at all times permission you have granted us to process your personal data;
- to request that we delete your personal data, if:
 - the data are no longer required for the purposes for which they were provided;
 - the data are processed illegitimately;
- Watertaxi Rotterdam has a statutory obligation to do so;
- you have submitted a successful objection to the data being processed;
- to request that incorrect data are rectified or to provide additional details where data are incomplete;
- to restrict the processing of your personal data under specific circumstances;
- to object to the processing of your personal data because of your specific situation;
- to submit a complaint to the Data Protection Authority at any time.

Whether you can successfully invoke your rights depends on a number of factors. We will process your request within one month. If necessary, depending on the complexity of the request or the number of complaints received, we can extend this period to two months.

If you would like to submit a complaint on the basis of one of these rights or if you have questions or comments on how we process your personal data, please contact the Spring Holding B.V. administration at administratie@springholding.nl.