

Privacy statement

GORPA Schadeonderzoek is responsible for the processing of personal data as indicated in this privacy statement. This privacy statement was last updated on 24 April 2020.

Contact details:

GORPA Schadeonderzoek
P.O. Box 4329
5004 JH Tilburg
Gorpa.nl
+31 (0)13 580 17 07

The Data Protection Officer of GORPA Schadeonderzoek can be reached via info@gorpa.nl.

Personal data that we process

GORPA Schadeonderzoek processes your personal data because you are using our services and/or because you provide them to us yourself.

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

- First name and surname
- Address details
- Telephone number
- Email address
- other personal data that you actively provide, e.g. in correspondence and by telephone

Special and/or sensitive personal data that we process

Our website and/or service is not intended to collect information about website visitors who are under the age of 16, unless they have parental or guardian permission. However, we cannot verify whether a visitor is over the age of 16. We encourage parents to be involved in their children's online activities in order to prevent information from being collected about them without parental permission. If you believe that we have collected personal data about a minor without that permission, please contact us at info@gorpa.nl, and we will delete that information.

For what purpose and on what basis we process personal data

GORPA Schadeonderzoek processes your personal data for the following purposes:

- To be able to call you or email you, if necessary to carry out our services
- GORPA Schadeonderzoek also processes personal data if we are legally obliged to do so, such as data we need for our tax return.

Automated decision-making process

GORPA Schadeonderzoek does not take decisions based on automated processing of matters that may have (significant) consequences for individuals. These are decisions that are made through computer programs or systems, without a human being (e.g. an employee of GORPA Schadeonderzoek) being involved.

How long we retain personal data

GORPA Schadeonderzoek does not retain your personal data longer than is strictly necessary to achieve the objectives for which your data has been collected. We apply the following retention periods for the following (categories) of personal data:

- Personal data and address details: for as long as the person is a client of ours and up to a maximum of 7 years thereafter (legal retention period for our accounts).
- Other personal data provided to us when sending an email, calling or filling in a contact form: no longer than necessary.

Sharing personal data with third parties

GORPA Schadeonderzoek will only provide damage investigations to third parties and only if this is necessary for the execution of our agreement with you or to comply with a legal obligation.

Cookies, or similar techniques, that we use

GORPA Schadeonderzoek only uses technical and functional cookies 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 the first time you visit this website. The cookies we use are necessary for the technical operation of the website and your ease of use. They make sure that the website works properly and remember, for example, your preferred settings. They also enable us to optimise our website. You can unsubscribe from cookies by setting your Internet browser in such a way that it no longer stores cookies. Moreover, you can also delete all information previously stored via your browser's settings.

Viewing, amending or deleting data

You have the right to view, correct or delete your personal data. You also have the right to withdraw your possible consent to the processing of the data or to object to the processing of your personal data by GORPA Schadeonderzoek and you have the right to transfer information. This entails that you can submit a request to us to send the personal data that we hold about you in a computer file to you or another organisation mentioned by you.

You may send a request for inspection, correction, deletion, removal, transfer of your personal data or a request to withdraw your consent or objection on the processing of your personal data at info@gorpa.nl.

To ensure that the request for inspection has been made by you, we ask that you attach a copy of your proof of identity with the request. In this copy, cross out with black marker your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Social Security Number (BSN). This to protect your privacy. We will respond to your request as soon as possible, at least within four weeks.

GORPA Schadeonderzoek would also like to point out that you have the possibility to file a complaint with the national regulator, the Dutch Data Protection Authority. This can be done through the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

How we secure personal data

GORPA Schadeonderzoek 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 protected or there are indications of misuse, please contact our customer service or via info@gorpa.nl.