

Tallpack International (hereinafter referred to as Tallpack, we or us) aims to have an open and direct attitude towards its clients. Our Privacy statement explains how we manage, share and store your data.

1. Personal information

If we use the term “personal data” in our privacy policy, we refer to information that relates to you and which can be used to identify you directly or in combination with other information we may possess.

We process your personal data because you use the services of Tallpack International, Tallpack Belgium, Tallpack Bulgaria or Tallconsult and/or because you have personally supplied it to us when completing a contact form on one of our websites/trade fairs and/or when contacting us (in writing).

All personal data will be handled in accordance with the European General Data Protection Regulation (GDPR) dated 25 May 2018.

1.1 Processed personal data

We will collect certain details about you - including E-mail address, Prefix, Initials, First name, Middle name, Surname, Suffix, Sex, Telephone no. Mobile no., Country and Language - in order to offer you the best possible service.

We use the contact details you share with us to keep you informed about the status of your information requests/quotes/assignments/services/on-site activities or other issues that could influence your information requests/quotes/assignments/deliveries/installations and established agreements.

In addition, we will keep you informed about developments within our company, vacancies, product information, changes in e.g. opening times and promotional activities.

The commercial purposes for which we use your data include accounting, billing and audit, credit or other bank verifications, fraud screening, security and legal objectives, statistical marketing analysis, system testing, maintenance and development and compliance with our legal obligations (e.g. our obligation to supply your information to government authorities).

1.2 Why we need your data

We process your personal data so we can contact you by phone, pay you a visit and/or approach you in writing (via e-mail and/or post). In addition, we may use your personal data when executing an agreement/assignment we have established with you.

1.3 How long we store your data

We do not store your personal data longer than strictly necessary to realise the objectives for which the data was collected.

Storage periods:

- Deletion/anonymisation within 4 weeks of right to deletion
- Deletion/anonymisation after 2 years if an agreement has not been established or 2 years after the last transaction, bearing in mind the guarantee period

Compliance with these storage periods is ensured by our administrator in the ERP system, using a task planning application.

1.4 Sharing with others

We will only share your personal data with third parties if this is needed to execute an agreement with you, or to comply with a legal obligation. Your personal details may be shared with other companies within our group.

1.5 Accessing, modifying or removing data

Your data is collected, processed, shared and stored in a secure manner. You have complete access to your personal data and can make corrections if necessary. You can send requests for access, correction, removal or objection to info@tallpack.nl.

We will respond to your request within four weeks.

1.6 Who is responsible for your data

Our privacy policy applies to the personal data collected and used by Tallpack International.

If this privacy policy contains references to "Tallpack International", such as "we", "our" or "us", they refer to Tallpack International B.V. (a company that is registered in the Netherlands under registration number 11042694 and has its registered headquarters in Geldermalsen, at De Aaldor 24; 4191 PC). We monitor how your personal data is collected, and the purposes for which your personal data is used, in accordance with applicable European legislation concerning the protection of privacy.

1.7 Security

We use reliable data networks and our websites have been secured using SSL certificates, firewalls and password security commonly used within the sector. We are serious about protecting your data and take appropriate measures to prevent abuse, loss, unauthorised access, unwanted publication and improper modification.

If we reveal your personal data to a third party, we require this third party to possess the technical and organisational measures needed to protect your personal data. However, in some cases, the law requires us to pass on your personal data to third parties - like government authorities - where we have limited control over how this data is protected by the concerned third party.

2. Online communication

We only collect data that has been supplied voluntarily or must be collected for legal reasons. By completing and sending a contact form on our websites/trade fairs, or by sending an e-mail, you give us permission to store your personal data and use it for communication purposes.

2.1 Newsletters

The personal data you supply to us will also be used to inform you via our personalised newsletter. In order to send our newsletters, we have established a processing agreement with an e-mail marketing agency. To understand how contact persons respond to the e-mails and content we send them, we use pixels that allow us to determine whether the e-mails are opened and if the content of our e-mails is displayed in text or html format.

2.2 Analysing website visit

Our websites register general data concerning website visits, which includes the IP address of your computer, the time of retrieval and the data sent by your browser. This data is used to analyse visit and click behaviour on the website and to improve the performance of our website. This data has been anonymised by Google and is not supplied to third parties.

2.3 Google Analytics

To optimise our services, we analyse how visitors use our websites and use technologies like Google's tracking software. We cannot use these technologies to identify you.

We use software to register patterns in customer traffic and website use, so we can develop the design and lay-out of the website and improve user experience. This software does not allow us to collect personal data.

Information obtained in this manner, which includes the address of your computer (IP address), is transferred to Google where it is stored on servers in the United States.

Read the privacy policy of Google for more information. Google uses this information to register how our websites and social media pages are used.

Google can supply this information to third parties if Google is legally obligated to do so or if these third parties process the information on behalf of Google. We do not have any control of this. We have not given Google permission to use Analytics information collected via our website for other Google services.

3. Updates in our privacy policy

Changes will occasionally be made to this privacy policy, also under new European legislation concerning data protection, which came into effect on 25 May 2018 (the "General Data Protection Regulation"). In such cases, we will update this policy and publish the new version on our website.

4. Contact information

Please feel free to contact us if you believe your data is not being properly secured, if there are signs of abuse or if you want more information about how we secure the personal data we collect.

You can send your questions, comments or requests concerning this privacy policy to info@tallpack.nl.