

Ritra Cargo Privacy Statement

In this privacy statement we explain which personal data we collect regarding you, and for which purposes we use this.

Personal data

Depending on the services you use on our website, we may process the following of your personal data:

Personal data	Purpose
Name	We like to address you by name in our email correspondence and on the telephone.
Email address	We use this to approach you in response to a form you completed on our website or to send our email newsletter to you.
Telephone number	We use this to contact you in response to a form you completed on our website.
Company name	We only work for organisations, not for private persons.
Information you yourself fill in in an open field	In some cases you may find it desirable to provide an explanation in the contact or quotation form.
IP address	We use IP addresses to measure visitor behaviour on our website, such as numbers of visitors and pages visited. They also enable us to see in which way you came to our website. This information allows us to continuously improve our website. By means of specific software, your IP address is also linked to a database with company data. This information is not shared with third parties and is always processed and used in accordance with the applicable legislation and regulations. Finally, we use your IP address to show you relevant Google advertisements of Ritra Cargo.
Login data for the Traffic Control System	To enable you to log in to our supply chain management software

Purposes

- To make a request for contact possible for you
- To offer you the option of making a request for a quotation
- To communicate with you by telephone and email
- To send you newsletters

Protection and retention of personal data

We have taken appropriate security measures to prevent misuse of personal data. For example, forms are sent through a secure SSL connection. We also have concluded a continuous security contract for our website.

We use Google Analytics to keep track of how visitors use the website. We have concluded a processing agreement with Google, in which strict agreements on what they are allowed to keep track of have been set out. We have not allowed Google to use the Analytics information obtained for other Google services. We have Google anonymise the IP addresses. Google removes the data after 14 months.

Profiling and cookies

We use cookies when collecting your data. You can read more about this in our [cookie statement](#).

Changes to the privacy statement

We may make changes to this privacy statement at any point in time. At the bottom of our privacy statement you will find the date on which this has last been updated.

Questions about our privacy statement

If you have any questions about this privacy statement, you can contact us in several ways.

By telephone	+31 (0)10-76 71 000 Monday through Friday from 08.30 to 17.15 hours
By email	gdpr@ritra.nl
Contact page on the website	You can find the contact form here
Post	Ritra Cargo Holland B.V. Albert Plesmanweg 61C 3088 GB Rotterdam

Questions about your personal data

If you require access to the personal data we collect of you, or want to have it altered, removed, or transferred, you can submit a request with us in the following ways:

By telephone	+31 (0)10-76 71 000 Monday through Friday from 08.30 to 17.15 hours
By email	gdpr@ritra.nl
Contact page on the website	You can find the contact form here
Post	Ritra Cargo Holland B.V. Albert Plesmanweg 61C 3088 GB Rotterdam

We will always ask you provide us with adequate proof of ID, to prevent misuse.

Dutch Data Protection Authority

It goes without saying that we would like to help you if you have a complaint about the processing of your personal data. If, in spite of this, you find yourself unable to reach a solution together with us, the privacy legislation gives the right to lodge a complaint with the Dutch privacy supervisor. You can do so through the website of the Dutch Data Protection Authority.

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

Entry into force

This revised privacy statement entered into force on 25 May 2018.