

Zeropoint's Privacy Policy

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Abstract

This document explains how Zeropoint.IT NV uses the personal data we collect from you when you use our website or online tools.

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1 What data do we collect?

Zeropoint collects the following data:

- Professional identification information (Name, email address, phone number, company, role, etc. . .)

2 How do we collect your data?

You directly provide Zeropoint with most of the data we collect. We collect data and process data when you:

- register online or place an order for any of our services;
- voluntarily complete a customer survey or provide feedback via email; or
- use or view our website via your browser's cookies.

Zeropoint may also receive your data indirectly from online sources such as public social media profiles or from third party partners.

3 How will we use your data?

Zeropoint collects your data so that we can:

- process and manage your order, subscription or contract; and
- email you with special offers on other products and services we think you might like.

Zeropoint does not share your data with partner companies so that they may offer you their products and services.

When Zeropoint processes your account, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent orders.

4 How do we store your data?

Zeropoint securely stores your data on self-hosted servers only and does not use public cloud infrastructure.

Zeropoint will keep your data for the duration of any contract plus five years. Once this time period has expired, we will delete your data by removing it from our databases.

5 Marketing

Zeropoint would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Zeropoint from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, simply let us know.

6 What are your data protection rights?

Zeropoint would like to make sure you are fully aware of all of your data protection rights. Every contact is entitled to the following:

- The right to access – You have the right to request Zeropoint for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that Zeropoint correct any information you believe is inaccurate. You also have the right to request Zeropoint to complete the information you believe is incomplete.
- The right to erasure – You have the right to request that Zeropoint erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that Zeropoint restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to Zeropoint's processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that Zeropoint transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email bart@zeropoint.hr or call us at +32 16 79 50 82.

7 Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

8 How do we use cookies?

Zeropoint uses cookies to improve your experience on our website, including understanding how you use our website.

9 What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Zeropoint uses these cookies so that we recognize you on our website and remember you. A mix of first-party and third-party cookies are used.
- **Advertising** – Zeropoint uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Zeropoint sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

10 How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

11 Privacy policies of other websites

The Zeropoint website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

12 Changes to our privacy policy

Zeropoint keeps its privacy policy under review. This privacy policy was last updated in August 2021.

13 How to contact us

If you have any questions about Zeropoint's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us. Email us at bart@zeropoint.hr or call us at +32 16 79 50 82.