



NQ Solutions

Reduce Reuse Recycle

Privacy Policy

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Privacy policy:

This Privacy statement was modified on 16-01-2024.

When you fill in the new customer registration on our website nq-solutions.nl or contact us, we receive information about you. In this Privacy statement we explain what we do with that information. We always handle your information with care and store it securely. If you have any questions or want to know what information we have on you, please contact us.

1. About this Privacy statement

1.1. This Privacy statement is in order for the website nq-solutions.nl (after this it will be noted as “website”) that is managed by NQ Solutions B.V. (after this will be noted as “we”, “our”, “ours”) and on the registration of your information by NQ Solutions B.V. as is stated in this Privacy statement. Any reference to “you” and “your” means you, the customer.

1.2. NQ Solutions B.V. respects your privacy and we are committed to protect the information you share with us. This Privacy statement informs you on how we collect your information via the contact form on our website, or via the contact we had with you.

1.3. Please note that we use cookies on our website. Cookies are small text files that are stored on a device’s storage and contain certain information and sometimes personal data. We use these cookies to make sure we can give you the best possible experience while using our website.

2. General information

2.1. Your information will be processed by NQ Solutions B.V. located Retselseweg 14A, 5473HC, Heeswijk-Dinther, registered at the Chamber of Commerce with the number 80922996. You can contact us by sending an e-mail to info@nq-solutions.nl.

2.2. A reference in this Privacy statement to certain laws or regulations also includes any amendment, replacement or repeal of these laws or regulations, including any related executive orders.

2.3. We may amend this Privacy statement if necessary. We recommend that you regularly review this Privacy statement so that you are aware of these changes. When you keep using our website after the changes of the Privacy statement you automatically approve of them.

3. What information do we collect from you?

3.1. Contacting us

When you contact us by e-mail or phone, we collect the following information:

- The information you provide us, such as your name, e-mail, phone number,
- The information inside the message you provided us with (such as who you contacted in our organization, the date and time, etc...)
- And any other information you provided us with.

3.2 Filling in the new customer form

When you fill in the new customer registration form on our website, we collect the following information that you fill in yourself:

- Company name,
- The address of where your company is located, when different your billing- and shipment address as well,
- Phone number,
- E-mail,
- Name contact person,
- Chamber of Commerce number,
- VAT-number
- When provided with it the Chamber of Commerce file,

4. Purpose of your information

Purposes of which we store and use your data. Are based on ground purposes that have to be in the Privacy statement.

4.1. We process your information to provide you with the specific information you requested via, e-mail, phone or text message.

Ground purpose agreement: The processing is necessary for the performance of a contract to which the customer, or in order to take measures at the request of the customer before concluding a contract.

4.2. When you are a registered customer who has already purchased similar goods or services from us, we provide you with our own commercial messages, we won't send you messages, promotions, offers, newsletters and other advertising via email or other means of communication, if you have expressly asked not to receive such communications, promotions, offers, newsletters and other advertising.

Ground purpose consent: The customer has given consent for the processing of his information for one or more specific purposes.

4.2. We process your information to comply with legal obligations or any reasonable request from authorized persons or representatives of government departments or institutions, including competent data protection authorities.

Ground purpose legal obligation: The processing is necessary for compliance with a legal obligation to which the controller is subject.

5. What do we do with your information?

5.1. Your information is only registered to provide our company with the necessary information to do business with you. The information won't be shared with third parties.

5.2. We ensure that all employees are selected with due care and are obliged to ensure the security and integrity of your personal data.

6. How do we storage your information?

We storage your data in our invoice program, to provide you with the right information when you order something with us. Your e-mail will be added to a mailing list so that we can provide you with our current stock and special offers.

7. Your rights

You have the right to access your information at any time. You can do so by placing a request via e-mail, use e-mail info@nq-solutions.nl.

7.1. You have the right to request access to your information processed by us about you. We reserve the right to charge an administration fee for multiple subsequent access requests that are clearly made to harass or harm us. Each request must state what information you wish to access.

7.2. You have the right to request that information about you that is incorrect be corrected free of charge. If a request for correction is submitted, such request must be accompanied by proof of the defective nature of the information for which correction is requested.

7.3. You have the right to withdraw your previously given consent for the processing of your personal data, to which Article 7.2 applies.

7.4. You have the right to request the erasure of personal data concerning you if it is no longer necessary for the purposes summarized in Article 4 or if you withdraw your consent to its processing. However, you should note that an erasure request will be assessed by us for the purposes of:

- overriding interests of ours,
- legal or regulatory obligations or administrative or judicial orders that may contradict such erasure,
- to establish, exercise or defend legal claims.

Instead of erasure, you can also request that we restrict the processing of your personal data, if and when:

- a) you contest the accuracy of that data,
- b) the processing is illegal or,
- c) the data is no longer necessary for the purposes summarized in Article 4, but you must defend it yourself in legal proceedings.

7.5. You have the right to object to the processing of personal data if you can prove that there are serious and legitimate reasons related to special circumstances to justify such objection. However, if the intended processing falls under direct marketing, you have the right to object to such processing free of charge and without justification.

7.6. You have the right to receive a copy of the information you have provided to us with.

7.7. If you wish to submit a request to exercise one or more of the rights mentioned above, you can send an email to info@nq-solutions.nl.

Such request must clearly state which right you wish to exercise and the reasons for it, if so required. It must also be dated, signed and accompanied by a digitally scanned copy of your valid identity card proving your identity. We will promptly confirm receipt of this request.

If the request proves valid, we will respond as soon as reasonably possible and no later than thirty (30) days after receiving the request.

7.8. If you have any complaints about our processing of your personal data, you can always contact us at info@nq-solutions.nl.