Privacy policy

Leakserv B.V.

Article 1.   Definitions
1.1.   In this privacy policy, the following definitions shall apply:
    a.   Leakserv: the user of this privacy policy: Leakserv B.V., with its registered office in Middelerf 6, (3851 SP), Ermelo, registered with the Chamber of Commerce under number 63891522;
    b.   person involved: the natural person who (on behalf of a company) has entered into an agreement with Leakserv, or the natural person who (on behalf of a company) has contacted Leakserv regarding the creation and/or execution of the agreement, or the natural person visiting the website (on behalf of a company);
    c.   agreement: the agreement between Leakserv and the person involved that allows the person involved to make use of the service offered by the website of Leakserv;
    d.   website: the website www.leakserv.com and the accompanying mobile application managed by Leakserv;
    e.   personal data: data by means of which a natural person can be identified.

Article 2.   Personal data
2.1.   Careful handling of personal data is of great importance to Leakserv. Leakserv acts in accordance with applicable laws and regulations with regard to the processing of personal data.
2.2.   Leakserv handles personal data with care and treats it confidentially.
2.3.   Leakserv collects personal data from the person involved in case the person involved has provided this personal information to Leakserv through the website, or when the person involved visits the website or has contacted Leakserv by telephone or via e-mail.
2.4.   Leakserv collects and processes the following personal data:
    a.   First and last name;
    b.   Address;
    c.   Postal code and city;
    d.   Phone number;
    e.   Email address;
    f.   VAT number.
2.5.   Leakserv does not process special personal data of the person involved.
2.6.   We do not intend to use the website and/or service to collect information about those who are younger than 16 years of age, unless they have permission from parents or guardians. However, Leakserv cannot check whether a person is over the age of 16 of not. Leakserv therefore advises parents to be involved in the online activities of their children in order to prevent data about children being collected without parental consent. If the person involved is convinced that Leakserv has collected personal information about a minor without permission, the person involved must contact Leakserv by using the contact details included in Article 11.1 after which Leakserv will terminate the processing of personal data and delete it.

Article 3.   Basis and purposes of processing
3.1.   The basis for the processing of personal data is to execute the agreement or, at the request of the person involved, taking pre-contractual measures.
3.2.   Leakserv collects and processes personal data for the following purposes:
    a.   the handling of a question and/or comment from the person involved;
    b.   to issue a quotation;
    c.   the conclusion of the agreement;
    d.   to be able to contact the person involved concerning the execution of the agreement;
    e.   to be able to create an account for the person involved on the website, and to maintain the account;
    f.   to comply with administrative duties;
    g.   to send an invoice;

h. to send the person involved a newsletter, if the person involved has given permission, see also article 4;
i. to improve the website and service provided by Leakserv;

3.3. The provision of the name, address, phone number and email address of the person involved is a contractual obligation. No agreement can be made without name, address, phone number and email address.
3.4. Leakserv does not store personal data for longer than strictly necessary to achieve the purposes, as described in Article 3.2, for which the personal data is processed.
3.5. Leakserv only processes personal data that is absolutely necessary for the existing purposes. Leakserv strives for minimal data processing.
3.6. Leakserv will not process personal data for purposes other than those described above.

Article 4. Newsletters
4.1. The person involved will only receive newsletters if the person involved has explicitly and unequivocally given permission to Leakserv. The person involved can opt out of newsletters at any time, see Article 5.
4.2. Leakserv will not approach the person involved for the purpose of direct marketing without the consent of the person involved.

Article 5. Unsubscribe from newsletters
5.1. The person involved can opt out of concerning newsletters in the following ways:
   a. by clicking on the link in the e-mail of the newsletter, the person involved can unsubscribe from such newsletters;
   b. by contacting Leakserv, see Article 11.1 for contact details.
5.2. Every newsletter that is sent to the person involved contains a link with which the person involved can unsubscribe from the newsletters.

Article 6. Deleting personal data
6.1. Leakserv will remove personal data from its systems without any unreasonable delay, among others in case:
   a. the personal data is no longer required for the purposes for which they were processed;
   b. the person involved objects to the processing of his personal data, and this objection is justified;
   c. the personal details are incorrect or out of date.
6.2. Leakserv is not obliged to delete personal data if the "right to be forgotten" described in the law does not apply to the situation.

Article 7. Providing personal data to third parties
7.1. Leakserv will provide the personal data of the person involved to third parties, in case:
   a. Leakserv has obtained explicit and prior permission from the person involved;
   b. one of the legal bases applies to which the provision of personal data to a third party is permitted;
   c. it is necessary in connection with the execution of the agreement;
   d. the transfer is carried out by an operator in charge of processing, engaged by Leakserv in connection with the purposes listed in this privacy policy, and in the possession of an agreement with Leakserv that ensures that sufficient guarantees regarding technical and organizational security measures are provided with regard to the processing that have to be carried out.
7.2. The person involved may at any time withdraw the consent regarding the provision of his data to third parties.

Article 8. Right of access, right of portability, rectification and deletion
8.1. Upon request, Leakserv grants the person involved access to all personal data that Leakserv keeps of him, and Leakserv provides the person involved a copy of this data, free of charge, in such a form that the person involved can provide the personal data to a third party.
8.2. Leakserv offers the person involved the opportunity to correct or delete incorrect data that Leakserv keeps from him, free of charge.

8.3.   Requests for access, modification or deletion of data can be submitted in writing or by email to Leakserv, see Article 11.1 for contact details of Leakserv. Leakserv will respond to such a request as soon as possible, but in any case within 4 weeks.

Article 9.   Objection

9.1.   The person involved may object to the processing of his personal data stored with Leakserv in case he has, because of a specific situation, a good reason for this. After receiving the objection from the person involved by Leakserv, Leakserv stops processing the personal data of the person involved, unless Leakserv has legitimate interests in the processing of personal data which outweighs the interests of the person involved.

Article 10.   Right of restriction

10.1.   If the person involved has submitted a request regarding adjustment, complementing or deletion of his personal data, or has submitted an objection regarding the processing of his personal data and the handling, processing and execution of this request or objection, or if the handling of that objection takes some time, the person involved may request Leakserv to restrict the processing of his personal data.

Article 11.   Contact

11.1.   For questions about the processing of personal data by Leakserv, the withdrawal of permission regarding the processing of personal data, access to personal data processed by Leakserv to the person involved, the request for a copy of his personal data, the request for modification or removal of his personal data, the request to restrict the processing of his personal data, or submitting objections to the processing of his personal data, the person involved can contact Leakserv using the contact details below.

Contact details:
Leakserv B.V.
Address: Middelerf 6
Postal code / City: 3851 SP Ermelo
Email address: contact@leakserv.com
Phone number: +31 (0) 85 303 1197

11.2.   In case Leakserv corrects, complements or deletes the personal data of the person involved at the request of the person involved, or terminates or restricts the processing of the personal data or has processed a revoked consent, Leakserv will inform the person involved accordingly.

Article 12.   Security measures

12.1.   To prevent unauthorized access to personal data, loss, theft and unlawful use of personal data, Leakserv has taken various security measures, including measures against unauthorized access, use, modification, unlawful and accidental destruction and unintended loss of personal data.

12.2.   Data provided to Leakserv through the website is encrypted. Leakserv uses a HTTPS connection.

Article 13.   Privacy policy of third parties

13.1.   This privacy policy does not apply to websites of third parties, such as web shops that are connected to the website by means of links. Leakserv does not accept any responsibility or liability with regard to the way in which these websites handle personal data. For more information on how these third parties deal with personal data and the like, the privacy policy of the relevant website must be consulted.

Article 14.   Changes

14.1.   Leakserv reserves the right to make unilateral changes to this privacy policy. The website contains always the latest version of the privacy policy of Leakserv.

Article 15.   Data breach

15.1.   In the event that a security incident has occurred at Leakserv and personal data of a sensitive nature has leaked, or if for any other reason there is a serious adverse consequence for the protection of the processed personal data, Leakserv will, if possible, within 72 hours after observation of the data breach report to the Data Protection Authority and act in accordance with the Policy Rules about Reporting Data Breaches of the Data Protection Authority.

15.2.   In the event of a data breach at Leakserv which has adverse consequences for the privacy of the person involved, Leakserv will inform the person involved without delay.

Article 16.   Cookies

16.1.   Leakserv uses functional cookies.

16.2.   A cookie is a small text file that is stored in the browser of the device of the person involved on his first visit to the website.

16.3.   Leakserv only stores tracking cookies in case the person involved, prior to his visit to the website, has given permission to store them. Before the person involved has given permission concerning storing tracking cookies, only functional cookies will be stored which do not affect the privacy of the person involved.

16.4.   The person involved can opt out of the storing of cookies by configuring his internet browser in such a way that it no longer stores cookies. In addition, the person involved can also delete all information previously stored through the settings of his browser. The person involved can obtain more information about switching on and off and deleting cookies in the instructions and/or the help functions of his browser. Functional cookies are necessary for the correct functioning of a website. The removal of functional cookies by the person involved may have consequences for the functioning of the website, which may prevent Leakserv from providing its service or failing to do so properly.

16.5.   Types of cookies and purposes:

The party that places the cookie	The type of cookie	The purpose for which the cookie is placed
Leakserv	Functional cookie	Functional cookies ensure that the website functions properly. These cookies are used, for example, to facilitate that the person involved can log in to the website. Functional cookies ensure that the person concerned is recognized on a subsequent visit to the website. On a subsequent visit, the person involved does not need to log in again on the website.

Article 17.   Submit a complaint

17.1.   In case the person involved believes that the processing of personal data by Leakserv has not been carried out in accordance with the privacy policy and/or with due observance of the applicable laws and regulations, the person involved may submit a complaint to the Data Protection Authority.