

Privacy Statement Served-Food B.V.

In this privacy statement we would like to inform you about the way we handle your personal data within Served-food. This privacy statement applies to the processing of personal data of our clients and visitors to the website <http://www.served-food.nl/>

Served-food B.V. is responsible for processing your personal data.

What personal data do we process?

We process personal data that you provide to us when you visit our website, complete a contact form, contact us by telephone and leave details, apply for a vacancy on the website or personal data that we obtain from other sources.

- First name
- Surname
- Address
- Telephone number
- Email address
- IP address and cookies

For what purposes are your personal data processed?

Your personal data may be used for various purposes. For example, we use your personal data to:

- Maintain contact with you.
- Process your request.
- Send our newsletter
- Inform you about our services
- To deliver goods and services to you
- To comply with legal obligations
- To improve and secure our website
- To comply user statistics

What is the basis for processing your personal data?

We only process your personal data if this is permitted under one of the bases in the General Data Protection Regulation (GDPR).

- Consent: We ask your consent in a number of cases, for example for direct marketing and for storing your data when applying for a job. If we have requested and received your consent to process your personal data, you always have the right to withdraw your consent. How and when this is possible is listed under: Your rights
- Execution of an agreement: If you have entered into an agreement with us, we process personal data to execute the agreements made with you.
- Legitimate interest: We may process your personal data if we have a legitimate interest and, in doing so, do not disproportionately infringe your privacy. Examples include marketing purposes and improving the website.
- Legal obligation: We are obliged to process certain data within the framework of fiscal administration obligations.

How long do we keep your personal data?

We do not retain your personal data for longer than is necessary for the purposes for which they are processed, unless we need to retain your personal data for longer in connection with legal obligations. More specifically, the following retention periods apply:

- We retain your personal data for up to 1 year after you have shown interest in our products.
- If you have created an account, we will delete your personal data after cancelling your account.
- If you apply for a vacancy, we will delete your personal data after 4 weeks unless you consent to keep them for another year. After that, your personal data automatically deleted unless you have an employment contract with us, in which case we keep your personal data until one year after termination of employment, with the exception of the personal data which we need to keep for longer within the framework of the tax administration obligation.
- Personal data that we need to keep due to tax administration obligations, we keep for 7 years.

Special and/or sensitive personal data

Our website does not intend to collect data from website visitors under the age of 16. Such persons must have permission from their parents. Unfortunately, we cannot verify whether the visitor is under 16 years of age. We advise parents to be involved in their children's internet use. If you believe that we have collected data from persons under 16 who do not have parental consent, please let us know and we will delete the personal data. Please contact us at info@served-food.nl

When do we disclose personal data to third parties?

Your personal data are only disclosed to third parties if this is necessary for the provision of services or to comply with a legal obligation. We may use the services of third parties to process personal data, such as ICT suppliers, a payroll administration office data for the loyalty card. They process personal data on our behalf, and we conclude a processor agreement with these processors that meets the requirements set by the General Data Protection Regulation(GDPR).

Transfer of personal data outside the EEA

Personal data is stored in the European Economic Area. The personal data contained therein will not be transferred to countries outside the EEA unless this is necessary for the contract of assignment, the provision of services or a legal obligation.

The data for the loyalty card is processed by Lightspeed Canada for which we have a processor agreement and is determined by the EU to have appropriate security measures in place to share the personal data.

Personal data security

We make every effort to take appropriate and technical security measures to protect against the loss, misuse or alteration of your personal data for which we are responsible. If you feel that your data is nevertheless not properly secured, or there are indications of misuse, please contact us via info@served-food.nl

Cookies

Served-food uses cookies on its website. A cookie is a small text file stored on your computer by a web browser. We use cookies to personalise content and ads, to provide social media features and to analyse our traffic.

Your rights

Under the GDPR, you have a number of rights regarding your personal data.

You can request to inspect your personal data, amend your personal data if you believe that your personal data is incorrect or incomplete, delete certain personal data or transfer your data to another party.

You can also object to the processing of personal data. As already indicated, you have the possibility to withdraw previously granted consent for data processing.

If you wish to exercise any of the rights mentioned above, you can send a request to this effect to info@served-food.nl

Requests will be processed within a period of four weeks. Served-food draws your attention to the fact that not every request can be complied with. If Served-food is required by law to retain information, Served-food will do so.

If you believe that we violate your privacy rights, you have the right to file a complaint with the Dutch Data Protection Authority (AP). The AP is the independent Dutch regulator of compliance with European and national rules for the protection of personal data www.autoriteitpersoonsgegevens.nl

Our contact details

If you have any questions or comments about the way your personal data is processed, please contact:

Served-food

Coolsingel 8

3011 AD Rotterdam

Tel: 010 8487179

E-mail: info@served-food.nl

Changes

From time to time, we may amend this privacy statement. We do so in particular if this is necessary because of new legislation or regulations. You will always find the latest version on Served-food's website. The latest version is dated March, 1st, 2023.