

Privacy Statement

Company data

My name is Petra de Langen. My company is called 'De Langen Language Services'. The company can be reached at phone number +31(0)6 82228418 or email address info@delangenlanguageservices.nl

What personal data does the company process

I process the following data:

- Your name and/or the name of your company
- Your address and/or the address of your company
- Your e-mail address and/or the e-mail address of your company
- Your bank account number and/or the bank account number of your company
- Your company's VAT number or international business number

Purpose of processing the data

I need this information to provide price quotations, enter into and perform contracts for translation services, etc., to keep the corresponding records, or to comply with legal requirements. Your data will not be used for marketing purposes.

Retention period

I retain your data as long as we maintain a business relationship, but at least for as long as is legally required. If you have indicated that you no longer wish to use my services, I will destroy your data, unless I am not allowed to do so by law or if I need it for legal proceedings.

Data storage

Your data are stored on my computer. This is properly secured using a firewall and commercial antivirus software.

Sharing data

I do not share your data with third parties. The only exception is government agencies when I am legally obliged to do so, such as for tax return purposes.

Complaints

If you do not agree with the way in which I handle your data, you can lodge a complaint with the Dutch Personal Data Authority ('Autoriteit Persoonsgegevens').

Asking permission

I always ask for your permission to process your data. I do that during our first contact. It is also stated in my General Terms and Conditions. Also, processing is implied if you instruct me to provide you with a translation or text editing service.

Retracting permission

You can withdraw your consent to the processing of your data at any given time. In that case, I will immediately delete your data. However, I will not be able to carry out any more assignments for you.

Accessing data

At any given time, you can ask me what data I have saved about you. I will respond as quickly as is feasible for me.

Changing data

At any time, you can ask me to change your data. I will comply with your request as soon as I can – usually the same day or the next, unless in case of a weekend, vacation, period of illness or another form of absence.

Deleting data

At any time, you can ask me to delete your data. I will comply with your request as soon as I can – usually the same day or the next, unless in case of a weekend, vacation, period of illness or another form of absence. However, I will not be able to carry out any more assignments for you. When I delete your data depends on certain legal requirements. For example, if I did an assignment for you, but did not yet report the earnings from it to the tax authorities, or if the tax assessment for the year in which I carried out the assignment is not yet final. In the meantime, however, I will no longer process your data, other than for the relevant legal purpose.

Transferring data

If you want to switch to another supplier, you can ask me to provide you with all the information that I have about you so that you can take it to that new supplier. However, this does not apply to any translations that I have kept; these are removed but not transferred.

Automatic processing and decision-making

Your data will not be processed automatically, but only manually, by me personally.

This privacy statement was most recently updated on 28 February 2019 and will be revised or modified if necessary. In the event of inconsistency or discrepancy between the Dutch version and the version in other languages, the Dutch version will prevail.