

PRIVACY STATEMENT

Introduction

Mobility Concept processes personal data in accordance with the General Data Protection Regulation (the 'GDPR').

This Privacy Statement describes how Mobility Concept processes personal data collected via the public website www.mobilityconcept.nl. This Privacy Statement applies to visitors to the website and to individuals who contact us via the website.

Identity

This Privacy Statement is issued by Mobility Concept B.V., registered with the Dutch Chamber of Commerce (Kamer van Koophandel) under number 52210812, for the public website <https://www.mobilityconcept.nl>. A separate privacy statement applies to the use of the Mobility Concept platform and the Mobility Concept apps.

Our address:
Kinderhuissingel 1-E
2013 AS Haarlem

Our telephone number:
023 820 0985

Our email address:
servicedesk@mobilityconcept.nl

What data is collected?

If you use the contact form on this website, we process the data you provide when completing the form:

- Name: Your name.
- Company name: Name of the company you work for (optional).
- Email address: To answer your question or to contact you.
- Telephone number: For direct communication, if necessary.
- Message: The message you wish to send (for example a question, comment or complaint).

What data do we collect from website visitors?

When you visit our website, certain technical data may be processed automatically, including:

- IP address
- Browser type and version
- Device data
- Operating system
- Referring website
- Website usage and navigation data
- Cookie and consent preferences

This data is processed to safeguard the security, performance and proper functioning of the website and, where applicable, for analytical purposes.

What if you log in to the Mobility Concept platform?

Our website provides a login facility for users of the Mobility Concept platform. When you log in, we process the login credentials you enter, your IP address and technical session data. This is necessary in order to grant you access and to prevent misuse of accounts (Article 6(1)(b) and (f) GDPR). A separate privacy statement applies to the use of the platform itself and the associated apps. That statement is available [here](#) and is also presented to you when you register your account.

What is the purpose and the legal basis for the use of personal data?

Personal data is processed in accordance with the General Data Protection Regulation (GDPR). The legal basis depends on the purpose of the processing:

- Purpose: Answering your question or contacting you in response to your message.
 - Legal basis: Legitimate interests (Article 6(1)(f) GDPR). Our legitimate interest consists of being able to respond to questions and requests that you yourself address to us, and of maintaining contact with existing and prospective business relations.
- Purpose: Technical safety, security and proper functioning of the website.
 - Legal basis: Legitimate interests (Article 6(1)(f) GDPR). Our legitimate interest consists of protecting our systems and those of our visitors against misuse, attacks and disruptions.
- Purpose: Analysis of website usage and, where applicable, marketing purposes.
 - Legal basis: Your consent (Article 6(1)(a) GDPR in conjunction with Article 11.7a of the Dutch Telecommunications Act (Telecomunicatiewet)). You may withdraw your consent at any time via the cookie settings.

We always ensure that processing is carried out in accordance with the GDPR and that the use of data remains limited to what is necessary.

Cookies

Our website uses cookies and similar technologies. Before non-essential cookies are placed and read, we ask for your prior consent, after you have been clearly and fully informed about them (Article 11.7a of the Dutch Telecommunications Act). You may give your consent per category and withdraw it at any time via the cookie settings on our website.

A full overview of the cookies we place, their purpose and their retention period can be found in our [Cookie Statement](#).

Is providing personal data mandatory?

Providing personal data via our contact form is voluntary. If you choose not to provide the requested data, we may not be able to respond to your question or request.

Recipients of personal data

For the operation of our website and the provision of our services, we may share personal data with carefully selected service providers, such as:

- Hosting and infrastructure providers
- Website security providers
- Analytics providers
- Cookie consent management providers
- Advertising and marketing service providers
- IT management and support providers

These parties process personal data solely on behalf of Mobility Concept and solely for the purposes described in this Privacy Statement. Mobility Concept has entered into a data processing agreement with each of these parties in accordance with Article 28 GDPR. They process personal data solely on our instructions and may not use it for their own purposes. In addition, we may disclose personal data to third parties where we are legally required to do so. We do not sell your personal data to third parties.

International transfers of personal data

Some of our service providers for this website are established in the United States or process personal data outside the European Economic Area (EEA). These are Google (Google Tag Manager, Google Analytics 4 and Google Ads) and Intuition Machines, Inc. (hCaptcha). For such transfers, Mobility Concept relies on the European Commission's adequacy decision on the EU-US Data Privacy Framework or, where the party concerned is not certified under that framework, on the standard contractual clauses adopted by the European Commission (Article 46(2)(c) GDPR), supplemented by additional technical and organisational measures where necessary. You may request a copy of the safeguards applied via servicedesk@mobilityconcept.nl.

Retention period

Your personal data is stored for the period necessary to achieve the purpose of the processing, and for no longer than 12 months after the last interaction (for example after sending your message or after your question has been answered). After this period, the data will be irrevocably deleted, unless:

- You give explicit consent to store it for a longer period;
- There are legal obligations (for example for accounting purposes or legal disputes);

Technical data of website visitors, such as log files and IP addresses, is retained for 12 months. The retention periods for cookies can be found in our Cookie Statement.

If you lodge a complaint, the data may also be retained in accordance with applicable legislation.

Complaints or questions

If you wish to have your data corrected, if you have a question, or if you object to the processing of your data by Mobility Concept, you can send a message to servicedesk@mobilityconcept.nl. Mobility Concept will inform you as soon as possible, and at the latest within one month of receipt of your request, whether it is able to comply with your request. Where requests are complex or numerous, this period may be extended by two months; we will inform you of any such extension within the first month.

Accessing and correcting your data

If you wish to know which data we have recorded about you, or if you wish to amend your data, you can contact our service desk via servicedesk@mobilityconcept.nl.

For questions about our privacy policy, or questions regarding access to, amendment of (or erasure of) your personal data, you may contact us at any time. To prevent misuse, we may ask you to identify yourself adequately.

Under the GDPR, you have the following rights:

- The right of access to, and rectification or erasure of, personal data, or restriction of processing, as well as the right to object to (further) processing.
- The right to obtain and/or transfer your data (data portability).
- If the processing of personal data is based on consent, you have the right to withdraw that consent at any time.
- You have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) about our processing of your personal data.
- **Right to object:** where we process your personal data on the basis of legitimate interests, you have the right to object at any time on grounds relating to your particular situation. We will then cease the processing, unless there are compelling legitimate grounds which override your interests, rights and freedoms. You can object via servicedesk@mobilityconcept.nl.

Automated decision-making and profiling

Mobility Concept does not, in relation to visitors to this website, take decisions based solely on automated processing which produce legal effects concerning you or similarly significantly affect you, as referred to in Article 22 GDPR.

Where you consent to marketing cookies, we use Google Ads to measure whether a visit to our website originated from an advertisement. We do not build profiles of you on that basis within the meaning of Article 4(4) GDPR, and we do not use your data to display targeted advertising to you on other websites. Google may process the data it receives for its own purposes; Google's privacy policy applies to that processing.

Without your consent, these cookies are not placed and no data is sent to Google for this purpose.

Changes to this Privacy Statement

Mobility Concept may amend this Privacy Statement at any time. If the Privacy Statement is significantly amended at any point, Mobility Concept will inform you of the changes. The most current Privacy Statement can be viewed at any time on the Mobility Concept website; the most current supplementary privacy statement can be viewed at any time after logging in.

Questions

If you have any questions about this Privacy Statement or our privacy policy, you can send an email to our service desk via servicedesk@mobilityconcept.nl.