MACHINEFABRIEK DOUNA B.V. · DOUNA MACHINERY

Privacy statement

Machinefabriek Douna B.V., trading as Douna Machinery, located at Hidalgoweg 1, 8938 BA Leeuwarden and registered with the Chamber of Commerce under number 01050279, is responsible for processing personal data as described in this privacy statement.

Collecting and using personal data of customers, suppliers and other contractors

We would like to inform you that we collect and use the personal data you provide because this is necessary to enter into and perform a possible agreement with you. This applies both to our existing and potential customers and to parties from whom we purchase goods and/or services.

If you are an existing or potential customer, we use your data to send you a quotation, determine the specifications or requirements that particular goods or services must meet, supply goods or carry out work for you, issue invoices, and communicate with you promptly and efficiently about the performance of the agreement.

If you are an existing or potential supplier or another contractor, your personal data is also necessary to enter into and perform the agreement. When purchasing, we need this data to inform you of the specifications or requirements that particular goods or services must meet, send you a request for a quotation or place an order, pay your invoices, and communicate with you promptly and efficiently about other aspects of the agreement.

You are not obliged to provide us with your personal data. However, if you do not provide any personal data, or provide insufficient personal data, we may be unable to carry out the activities described above.

Which personal data we process

Depending on your relationship with us, we process your first and last name, job title, company name, business email address, business telephone number, billing and visiting address, information about your activity on our website, your internet browser and device type, and your IP address.

Contact form

You can use the contact form on our website to send us a message and, if you wish, attach a file, such as a drawing, specification or 3D model. We use the information you enter and the files you send solely to answer your question, assess your enquiry and, where applicable, prepare a quotation. The legal basis is the performance of, or preparation for, an agreement with you. Please do not send more personal data than is necessary for your enquiry.

Your message and any attachments are stored in our records and treated confidentially. The retention periods described below under ‘Retention period for personal data’ apply to this data.

To prevent automated systems from misusing the form, we use Google reCAPTCHA (v2). Google processes information including your IP address and data about your browser and device. Google is based in the United States and participates in the EU-U.S. Data Privacy Framework.

Disclosure to third parties

In connection with the performance of a possible agreement with you, we may need to disclose your personal data to parties that supply us with components, materials and products or carry out work on our behalf.

We also use external server space to store all or part of our sales and purchasing records, which include your personal data. Your personal data is therefore disclosed to our server-space provider. Our website and contact form run on the platform of our content management system supplier; your data is therefore also disclosed to that party.

We use Microsoft Office and its associated storage facilities for emails and other files. Microsoft is based in the United States, which means your data may be transferred to the United States. Microsoft participates in the EU-U.S. Data Privacy Framework. This ensures the protection of your personal data.

Login function

Our website has a login function used exclusively by our own administrators to maintain the website. There are no login accounts for customers or other visitors. We therefore do not process website visitors' personal data through this function.

Job applicants

If you apply for a job with us, we process the information you provide, including your name, contact details, CV, cover letter and any other information you submit, to assess your application and communicate with you. We retain this data for no longer than four weeks after the application process ends. With your consent, we retain your data for up to one year so that we can contact you again if a suitable vacancy arises.

Cookies

We use cookies on our website. A cookie is a small text file stored on your computer, tablet or smartphone when you visit our website. We use Google Tag Manager to manage these cookies. The cookie notice on our website is provided by CookieConsent.com; you can use it to set your preferences and change them at any time.

Necessary cookies ensure that the website works properly and remember your preferences, including your cookie preferences. We place these without your consent because the website cannot function without them.

We use **analytical cookies** to measure how our website is used and to improve it. For this purpose, we use Google Analytics 4, with which we measure only the number of page views. The data collected in this way is processed by Google. Google is based in the United States and participates in the EU-U.S. Data Privacy Framework.

We do not place marketing or tracking cookies.

You can also refuse or delete cookies through your internet browser settings.

Retention period for personal data

If you have requested a quotation from us but have not become a customer, we delete your data no later than one year after our last contact. If we have received a quotation from you but have not become your customer, we also delete your personal data no later than one year after our last contact.

If you have become our customer, or we have become yours, we retain your personal data for seven years after the end of the financial year in which the agreement with you was fully performed. This seven-year period corresponds to the period for which we are required to retain our records for the Dutch Tax Administration. We delete your personal data after this period ends.

Security

We take the protection of your data seriously and take appropriate technical and organisational measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. If you believe that your data is not properly secured or there are indications of misuse, please contact us at info@douna.nl.

Your rights

You have the right to ask us for access to your own personal data. Where appropriate, you can also ask us to supplement your personal data or correct inaccuracies. You also have the right to ask us to erase your personal data or restrict its use. You can object to our collection and use of your data or lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). Finally, you can ask us to provide your personal data to you or transfer it to another party.

To exercise your rights, you can contact:

Machinefabriek Douna B.V.
Hidalgoweg 1, 8938 BA Leeuwarden
+31 58 28 49 660
info@douna.nl

You are also welcome to contact us with any questions or for more information about the collection and use of your personal data.