



## 1. WHO ARE WE?

We are Moditech Rescue Solutions B.V. (also known as "Moditech"), a Dutch company. Moditech is headquartered in Koningspade 16 B, 1718 MN, Netherlands. Further information can be found on our website [www.moditech.com](http://www.moditech.com).

Moditech is responsible for the collection and use of personal data as described in this privacy policy.

Moditech Rescue Solutions B.V.  
Koningspade 16-B  
1718 MN Hoogwoud, Netherlands

Phone.: +31 226 412-900  
Fax: +31 226 412-909

URL: [www.moditech.com](http://www.moditech.com)  
E-mail: [info@moditech.com](mailto:info@moditech.com)

## 2. THE TYPES OF PERSONAL DATA THAT WE PROCESS

### 2.1 General Information

We process the following types of personal data:

- a) Name and other identity data.  
For example, we collect names, gender and nationality.
- b) Contact details and data about your personal account or your registration.  
Your contact information, for example, is your address, telephone number and e-mail address.  
If you register for a particular service on our website or create a Moditech account, we may also record the registration information and other information you enter in the account or registration form.
- c) Data about your purchases.  
When you make a purchase with us, we process your order information. The information may include data about the product, the prices, the order date and the term.
- d) Our communication with you.  
If you send us an e-mail or chat with us online or through social media, we will register these communication processes. We also register your communication preferences, for example if you subscribe to or unsubscribe from one of our newsletters.
- e) Information we collect when you use our website, our app and our other digital media.  
When you visit our website or use our mobile app, we may retain your IP address, your browser type, your operating system, the referral page, your browsing behaviour, and your app usage.  
We also collect information using cookies and similar technologies when you visit our website or use our mobile app.

### 2.2 Cookies and similar technologies

If you use our website or our mobile app, we collect information using cookies and similar technologies, as indicated in section 2.1.

### 2.3 Special Services

For special services such as the retrieval of identifiers within our software, we check the licence data. No personal data are exchanged and/or collected by during this process.



### 3. How do we collect data?

#### 3.1 We collect the following categories of personal data by the means specified for this purpose:

- a) We collect data that you provide to us.  
If you create a Moditech account (i.e. register on our website or in our webshop), contact our helpdesk, subscribe to our e-mails and/or sign up for one of our educational services.
- b) We also collect information using cookies and similar technologies when you visit our website or use our mobile app.
- c) Depending on your social network settings, we may also receive information from your social networking provider.
- d) See the section "The types of personal data we process".

### 4. What do we use your data for?

#### 4.1 We use your personal data mainly for the following purposes:

- a) For providing our online services and apps.  
Most of the information described above is required to verify the validity of licences and to be able to offer our monthly newsletter. We need your contact information to inform you of any server activity that may temporarily affect our service.
- b) To prevent unauthorised use of our apps and data.  
We use the licence data and the personal data to verify that our data is actually accessed only by the fire department and social services. On this condition, the data in our database are supplied to us by manufacturers.
- c) For administrative purposes and to comply with legal requirements.  
We collect, store and use all data for internal business purposes such as administrative tasks and to comply with our legal and tax requirements.  
We may be compelled by law to forward identity data to public institutions or authorities.

#### 4.2 Legal basis

We collect, use and store your personal data to offer you services, to comply with the legal obligations imposed on us and, if necessary, for our legitimate interests or the interests of third parties or on the basis of your consent.

You can revoke this consent at any time by following the specific instructions for the processing for which you have given your consent, for example by clicking on the unsubscribe link in the email or by adjusting your communication preferences for your account (if applicable). You may also contact us in order to revoke your consent (see the section "Your Rights").

If you refuse to provide your personal information which we require to fulfil the contract or to comply with our legal obligations, we may not be able to provide all the services you have ordered from us or not provide these services completely. If you provide us with incomplete or incorrect information, applicable Dutch or international law may force us to deny you access to our services.



In order to protect our legitimate interests or the interests of third parties when processing your personal data, we have balanced these interests and your legitimate interests against each other. If necessary, we have taken appropriate measures to limit the consequences and to protect you from unjustified disadvantages. Our legitimate interests include, for example, safety and security purposes or providing better services and offers. If we process your personal data for the protection of our legitimate interests or the interests of third parties, you have the right to object to it at any time for reasons related to your particular situation.

## **5. Privacy and Retention**

### **5.1 Privacy**

Moditech takes the necessary technical and organisational measures to protect all personal data from loss or unauthorised use.

### **5.2 Data Privacy**

Your personal data will be retained as long as this is necessary for the purposes described in this privacy policy or to the extent required to comply with the laws and regulations or to resolve litigation.

## **6. Your Rights**

### **6.1 Your rights in practice**

You can contact us if you wish to exercise one or more of the rights to which you are entitled under the applicable data protection law. These include the right 1. To access your data, 2. To rectify your personal data, 3. To erase your personal data, 4. To restrict the processing of your data, 5. To data portability and 6. To object to the processing.

#### **1. Right of access**

You may ask us if we are processing your personal data. If we confirm this, you may request that you have access to this data in the form of a copy. If we provide access to this data, we will also provide additional information such as the purpose of the data processing and possibly other information that you need to exercise this right satisfactorily.

#### **2. Right to rectification**

You have the right to have your data rectified if they are incomplete and/or faulty. Upon request, we will correct incorrect and complete incomplete personal data. We will take into account the purposes for which the data is processed. This may also include the submission of a supplementary declaration.

#### **3. Right to erasure of data**

You also have the right to have your personal data erased. . This means that we will remove your data and, if possible, remove the data from all data processors to whom we have previously transferred your data. We only erase your personal data in certain cases. These cases are prescribed by law and are listed in article 17 of the General Data Protection Regulation (GDPR).



This includes when your personal information is no longer required for the original purpose for which it was processed, or if data have been unlawfully processed.

#### **4. Right to restriction of processing**

You have the right to have the processing of your personal data restricted. This means that we will postpone the processing of your data for a certain period of time. This could arise due to circumstances such as, among other things, the accuracy of your personal data is disputed, but it takes some time to assess this inaccuracy. However, this right does not stop us from retaining your personal data. We will then inform you when the restriction is lifted again.

#### **5. Right to data portability**

Your right to data portability means that you may request to obtain your personal data from us in a structured, common and machine-readable form, if technically possible, and transfer them to another processor. Upon request, we will transfer your personal data directly to these other processors, if technically possible.

#### **6. Right to object**

You also have the right to object to the processing of your personal data. This means that you may demand that we stop processing your personal data. This only applies if "legitimate interests" (among other things profiling) is the legal basis for the processing (see the section "Legal Reason"). You can always object to the processing of your personal data for direct marketing purposes free of charge. This also includes profiling purposes, provided they are related to such direct marketing. If you assert this right, we will terminate the processing of your personal data for such purposes.

#### **6.2 Revocation of your consent**

You can revoke your consent at any time. Follow the specific instructions for the processing for which you have given your consent.

#### **6.3 Special situations**

Situations may arise in which we have the right to deny or restrict your rights, such as those listed above. In this case, we shall carefully assess whether such an exception is applicable. We will inform you of the result. For example, we can deny your request for access, if we consider it necessary to protect the rights and freedoms of other individuals. Or we may refuse to remove your personal data if the processing of such data is required to comply with legal obligations. For example, the right to transfer data does not apply if the personal data has not been provided by you or we do not process the data on the basis of your consent or the fulfilment of a contract.



#### **6.4 Contact us**

If you would like to assert your rights regarding the processing of your personal data for Moditech's services, you can send a request to Moditech:

Moditech Rescue Solutions B.V.  
Administrative department  
Koningspade 16 B  
1718 MN Hoogwoud  
Netherlands  
E-mail: [info@moditech.com](mailto:info@moditech.com)

Moditech Rescue Solutions B.V.  
Koningspade 16-B  
1718 MN Hoogwoud, Netherlands

Phone.: +31 226 412-900  
Fax: +31 226 412-909

URL: [www.moditech.com](http://www.moditech.com)  
E-mail: [info@moditech.com](mailto:info@moditech.com)

You can also contact us if you have any questions, comments or complaints regarding this privacy policy.

In the event of unresolved problems, you have the right to personally file a complaint with the Nederlandse Autoriteit in The Hague.

### **7. How do we administer this privacy policy?**

#### **7.1 Current status of the privacy policy**

This privacy policy took effect on **May 24th, 2018** and supersedes our previous privacy policy. We are continually revising this privacy policy. We will inform you of any changes before they take effect.