

Privacy Policy European Cruise Logistics ENGLISH

Last updated: [February 11, 2025]

At European Cruise Logistics, we highly value the protection of your personal data. In this privacy policy, we explain what data we collect, how we use it, and what rights you have regarding your data.

1. Who are we?

European Cruise Logistics

[Donk 13, 2991 LE, Barendrecht]

[Email: export@europeancruiselogistics.com]

[+31 6 180 89 10 30]

2. What personal data do we process?

We collect and process the following personal data:

- **Contact details:** Name, email address, phone number, address.
- **Business information:** Company name, type of business.
- **Website usage data:** IP address, browser information, device details, and website visit behavior through cookies.
- **Communication data:** Correspondence via email, phone, or contact forms.

3. How do we obtain personal data?

We obtain personal data in the following ways:

- When you contact us via the website, email, or phone.
- When you subscribe to newsletters or marketing communications.
- Through your use of our website via cookies and analytical tools.

4. For what purposes do we use personal data?

We process your personal data for the following purposes:

- **Service provision:** Delivering logistics services and executing agreements.
- **Communication:** Responding to inquiries and providing information.
- **Marketing:** Sending newsletters and promotional emails (if you have given consent).

- **Analysis and improvement:** Analyzing website traffic and usage patterns to improve our services.
- **Legal obligations:** Complying with legal and administrative requirements.

5. Legal grounds for processing

We process personal data based on the following legal grounds:

- **Performance of a contract:** When you use our services.
- **Consent:** For newsletters and marketing communications.
- **Legal obligation:** For example, for tax purposes.
- **Legitimate interest:** For internal administration, security, and service improvement.

6. How long do we retain your data?

We do not retain personal data longer than necessary for the purposes mentioned above unless a longer retention period is legally required.

- **Contact details:** Up to 1 year after the last contact.
- **Invoice and contract data:** 7 years (legal retention obligation).
- **Website analytics data:** Up to 26 months.

7. Sharing of personal data

We only share your personal data with:

- **Service providers and partners** that support us with IT, hosting, payment processing, and marketing.
 - **Government authorities**, if legally required.
- We do not sell personal data to third parties.

8. Cookies and tracking technologies

Our website **does not use cookies** for tracking or marketing purposes. However, we do use Google Analytics 4 to analyze and improve the performance of our website.

Google Analytics 4 is configured to **anonymize IP addresses** and does not collect any personal data. This allows us to view general statistics, such as the number of visitors and visited pages, without linking them to individual users.

Since we do not place tracking cookies, a cookie banner is not required. If you have any questions about our data processing, please contact us

9. Security of personal data

We implement appropriate technical and organizational measures to protect your data against loss, misuse, or unauthorized access.

10. Your rights

You have the following rights regarding your personal data:

- **Right of access:** You can request information about the data we hold about you.
- **Right to rectification:** You can have incorrect or incomplete data corrected.
- **Right to erasure:** You can request the deletion of your data (if legally permitted).
- **Right to restriction of processing:** You can request that we process less data.
- **Right to data portability:** You can receive your data in a structured format.
- **Right to object:** You can object to processing based on legitimate interest.
- **Right to withdraw consent:** For marketing communications, you can withdraw your consent at any time.

Requests can be submitted via [sales@europeancruiselogistics.com]. We will respond to your request within one month.

11. Complaints and regulatory authority

If you have a complaint about the processing of your personal data, you can contact us via [sales@europeancruiselogistics.com]. You also have the right to file a complaint with the **Dutch Data Protection Authority (Autoriteit Persoonsgegevens)** or the relevant regulatory authority in your country.

12. Changes to this privacy policy

We may update this privacy policy from time to time. The most recent version will always be published on our website.

Do you have questions?

Feel free to contact us at [sales@europeancruiselogistics.com].