

Privacy Statement of Sensoterra

May 24th, 2018

During the processing we conform to the requirements of the applicable data protection legislation. This means we:

- **clearly specify our purposes** before we process personal data, by using this Privacy Statement;
- **limit our collection of personal data** to only the personal data needed for legitimate purposes;
- first **ask for explicit permission** to process your personal data in cases where your permission is required;
- take **appropriate security measures** to protect your personal data and we demand the same from parties who process personal data on our behalf;
- **respect** your right to inspect, correct or delete your personal data held by us.

Sensoterra is the party responsible for all data processing. In this privacy statement, we will explain which personal data we collect and for which purposes. We recommend that you read it carefully.

When we make a reference to sites in this document, we refer to all Sensoterra sites like www.sensoterra.com and monitor.sensoterra.com.

Contact Form

You can use our contact form to ask or questions or make any request.

For this purpose, we use your ip address, gender, email address, phone number and name and address details. We do this on the basis of your consent. We store this information until we are sure that you are satisfied with our response and six months thereafter. This way we can easily access the information in case you have any following questions and train our customer service to improve even more.

Handling your order

We will use your personal data when handling your order. We may share your data with the delivery service to have your order delivered. We may also obtain information on your payment from your bank or credit card company.

For this purpose, we use your payment details, phone number, invoice address, email address and name and address details. We need this data because of our agreement with you. We store this information until your order has been completed and seven years thereafter (the legal retention period).

Providing to Third Parties

We collaborate with other organisations, that may receive your personal data.

To handle your orders, we work together with:

- Our shipment partners Rapid Logistics and Strem
- Our LoRa communications partner Comcast

Of these parties, Strem and Comcast are established in the USA.

Access to portal

Within our portal, you can access a management environment where you can set, specify and change settings.

For this purpose, we use your email address. We need this data because of our agreement with you. We store this information for six months after our services to you have ended.

Registration

Certain features of our service require you to register beforehand. You will have to provide some information about yourself and choose a username and password for the account that we will set up for you.

For this purpose, we use your email address. We need this data because of our agreement with you. We store this information for six months after you closed your account.

We will retain this data so that you do not have to re-enter it every time you visit our website, and in order to contact you in connection with the execution of the agreement, invoicing and payment, and to provide an overview of the products and services you have purchased from us.

Promotion

Other than the advertisements on the website, we can inform you about new products or services:

- by e-mail
- per phone

You can object at all times against this promotional communication. Every e-mail contains a cancellation link. You can also inform us when we call you. You can also inform us through your account. Further, you can inform us through the portal.

Mail

To send mail, we work together with:

- Our mailing partner Mailgun

Of these parties, Mailgun is established in the USA.

Hosting

Sensoterra sites and APIs are hosted by CloudVPS, Digital Ocean, and Nefos. All data centers reside within the EU.

Location data

If necessary, we may collect location data (GPS) of your probes. If that is the case, you will be asked to grant consent beforehand.

This location data and other data can also be stored and processed by the provider of the navigation/mapping software, such as Google Maps, but the data could also be used by, for example, Google or Apple itself. We have no control over their actions. We recommend that you read the applicable privacy statement of the provider in question.

App store

The app providing the service has been downloaded via a third-party app store. We have no influence on which personal data the provider will process or to what purpose it will be processed. We recommend that you read the applicable privacy statement of the provider in question.

Publication

We will not publish your customer data.

Providing Data to Third Parties

Except for the parties mentioned above, we do not under any circumstance provide your personal data to other companies or organisations, unless we are required so by law (for example, when the police demands access to personal data in case of a suspected crime).

Our website features social media buttons. These buttons are used by the providers of these services to collect your personal data.

Statistics

We keep statistics on the use of our app and sites.

Cookies

Our sites make use of local storage like cookies. Cookies are small files in which we can store information, so that you do not have to fill that information again. We can also use them to see whether you are visiting us again.

The first time you visit our site, we will show you a notification explaining local storage and cookies and ask for your permission to use it.

You can disable the use of cookies through your browser setting, but some parts of our website may not work properly as a result of that.

We made arrangements with other parties who place cookies through our website. Nevertheless, we cannot fully control what they are doing with their cookies, so please read their privacy statements as well.

Google Analytics

We use Google Analytics to track visitors on our website and to get reports about how visitors use the website. We accepted the data processing agreement from Google. We don't allow Google to use information obtained by Analytics for other Google services, and we anonymize the IP-adresses.

Security

We take security measures to reduce misuse of and unauthorised access to personal data.

Changes to this Privacy Statement

We reserve the right to modify this statement. We recommend that you consult this statement on a regular basis, so that you remain informed of any changes.

Inspection and Modification of your Data

You can always contact us if you have any questions regarding our privacy policy or wish to review, modify or delete your personal data.

You have the following right:

- Being informed on which personal data we have and what we are using it for;
- Inspection of the personal data that we keep from you;
- Having incorrect data corrected;
- Request to delete outdated personal data;
- Revoke your consent;
- Object to certain uses.

Please note that you always make clear who you are, so that we can assure that we do not modify or remove the data from the wrong person.

Complaints

If you think that we are not helping you in the right way, you have the right to lodge a complaint at the authority. For The Netherlands, this is the Autoriteit Persoonsgegevens.

Contact details

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