

International Service & Support Group (ISSG)

ISSG is located in Heemskerk and is registered with the Dutch Chamber of Commerce under number 89307054. If you have questions about the protection of your (personal) data, please email via info@issg.eu.

General

We would like to inform you about how we process and/or use your (personal) data. This is following our obligations under the General Data Protection Regulation (GDPR) and the Telecommunications Act.

This declaration is exclusively applicable to our services. Be aware that we are not responsible for the privacy and/or cookie policies of any other organizations and companies mentioned on our website www.issg.eu (hereinafter: the website).

What is Personal Data?

Personal data is information about a person that can be used to identify or trace that person. It can directly relate to that person or lead to that person when combined with other information. It's important to note that data of deceased individuals and businesses (*sole proprietorship, partnership, or association excluded*) are not considered as personal data.

Use of (Personal) Data

Through the website, you can leave your (business) (personal) data. Even as our (future)customer, we collect some of your (personal) data. It's important that you are aware of what is done with this (personal) data, what rights you have, and how you can express your preferences regarding your (personal) data.

Personal Data we may collect

Here is an overview of the (personal) data we may process from you. You have either provided these data yourself or they can be deduced from public registers or social media.

- Your first and/or last name
- Your address and/or P.O. Box information
- Your email address and messages
- Your payment details
- Your Phone number
- Your activities on the website

Why processing Personal Data is necessary

Processing personal data is not allowed without a purpose. We have determined these purposes. For example, we can process personal data about you because you provided these data yourself (e.g., by filling out the contact form). The purposes of the aforementioned processing of personal data that we collect must be justified.

The GDPR has established six legal bases for this:

1. General interest
2. Legitimate interest
3. Vital interests
4. Based on a contract
5. Based on a legal obligation
6. Based on consent

Purpose	Legal Basis
1. Handling your payment	Necessary for the performance of a contract
2. Contacting you (by phone, in writing, email) for service delivery	Necessary for the performance of a contract
3. Processing your (information) request	Legitimate interest
4. Responding to your question (online)	Necessary for the performance of a contract
5. Refining the offer and making a targeted offer	Legitimate interest
6. Legal obligation, such as tax return	Compliance with a legal obligation
7. Marketing activities	Consent

Special and/or sensitive Personal Data

We do not process sensitive personal data of customers, involved parties, or website visitors, except as indicated in this statement.

We also do not intend to collect information about website visitors under the age of 18 unless they have consent from parents or guardians. However, we cannot always verify whether a visitor is over 18. If you believe that we have collected personal information about a minor without consent, please contact us, and we will delete this information as soon as possible.

Retention period

We do not retain your personal data longer than strictly necessary to achieve the purposes for which the data are collected. We follow the following retention periods:

Personal Data	Duration	Reason
First and last name	7 years (Tax legislation) of 1 year after our agreement has ended or as long as you are subscribed to our mailing list	To comply with legal obligations
Address and/or P.O. Box information	7 years (Tax legislation)	To comply with legal obligations
Phone number	Duration of the agreement	To be able to contact you
Payment details	7 years (Tax legislation)	To comply with legal obligations
Email address	Duration of the agreement and up to a maximum of 1 year after our agreement has ended or as long as you are subscribed to our mailing list	To inform you or contact you after filling out an online contact form
(Email) messages	Duration of the agreement and up to a maximum of 1 year after our agreement has ended	To find your data in the future
Other personal data actively provided by you	Duration of the agreement and up to a maximum of 1 year after our agreement has ended	Necessary for performing the agreement

Sharing Data with third parties/others

Your data will not be sold to third parties, and your information is only provided when necessary for the execution of the agreement with you, because you have given permission, or to comply with a legal obligation.

We enter into a data processing agreement with companies that process data on our behalf (processors) to ensure a similar level of security and confidentiality of your data. We remain responsible for these processing activities.

With third parties who are themselves responsible for the processing of personal data (data controllers), we do not have to enter into an agreement. We share personal data with the following third parties:

Third Party	Category	Purpose of sharing	Data Shared
Hosting provider	Processor	For website backup	Full website backup
Website provider	Processor	For hosting the website	Encrypted data
Email provider	Processor	For hosting emails	Encrypted data
Bank	Data Controller	To generate payments for us	Bank account number, (company) name, address, email address
Accounting system	Processor	To maintain our accounts	Bank account number, (company) name, address, email address
Accountant	Processor	To assist us with accounting	Bank account number, (company) name, address, email address
Marketeer	Processor	To assist us with Marketing	(Company) name, email address
Web developer	Processor	To optimize the website	(Company) name, email address, access host

Transfer to third countries

We try to process personal data as much as possible within the European Economic Area (EEA), but sometimes we cannot avoid using services from outside the EEA (e.g., social media). These companies are located in a country designated as adequate by the European Commission. A data processing agreement has been concluded with all processors, both within and outside the EEA.

The parties are affiliated with the EU-US Data privacy framework of the US Department of Commerce. This means that there is an adequate level of protection for the processing of any personal data.

Your Right to access, modify, or delete Data

You have the right to access, correct, or delete your personal data. You can email such requests via mail. We will respond to your request as soon as possible, but within one month at the latest. If your request is disproportionate or very specific, the period may be extended by 2 months.

Your Rights to withdraw consent, object, and Data portability

You have the right to withdraw your consent for data processing or object to the processing of your personal data by us. Additionally, you have the right to data portability. This means that you can submit a request to send your personal data in a computer file to you or another organization named by you.

Security

We take adequate and appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification of your data.

Physical Copies

No physical copies are made of your personal data.

Website and Wi-Fi

The website uses a reliable SSL Certificate to ensure that your personal data does not fall into the wrong hands. This also means that your connection to the website is private, as indicated by the 'https' in the address bar and the padlock icon.

The website security is regularly updated, and we use an antivirus system on incoming and outgoing emails. Furthermore, we always use only known secure Wi-Fi networks, unless there are significant reasons not to.

Devices

The number of devices that have access to your data is limited to only the necessary devices with login security through a password and/or access code and/or fingerprint. Additionally, the systems used are all secured with a password and/or access code and/or fingerprint.

No proper security or misuse of your data?

If you believe that your data is not adequately secured or if there are indications of misuse, or if you would like more information about the security of personal data, please contact us via mail.

Your right to lodge a complaint

We want to inform you that you have the option to lodge a complaint with the national supervisory authority if you believe that we do not comply with privacy regulations as defined in the GDPR. The national supervisory authority is the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). You can file a complaint here.

Cookies

The website uses various cookies. By having this cookie statement, we not only comply with the obligations of the Telecommunications Act & Cookie Act (future e-Privacy Regulation) but also provide you with precise information on how to handle these cookies.

What is a Cookie?

A cookie is a small text file stored on your computer, tablet, or smartphone during your first visit to the website. Cookies ensure that the website functions properly. They remember your settings, and cookies can optimize the website.

Functional cookies

The website uses anonymized analytical cookies and other functional cookies that do not infringe on your privacy. Consent is not required for placing functional cookies. The website does not use any other cookies.

Permanent Cookie

A permanent cookie allows the website to recognize you during a new visit. This is a so-called functional cookie. The website can be adjusted to your preferences. Even when you have given permission for placing cookies, the website can remember this through a cookie. This saves you from repeatedly stating your preferences, making your use of the website more efficient and pleasant. Permanent cookies can be deleted via your browser settings.

Session Cookie

A session cookie allows us to see which parts of the website you have viewed during this visit. This is a functional cookie. The website can be adjusted to your preferences. We can adapt our service to the surfing behavior of visitors. These cookies are automatically deleted when you close your web browser.

Analytical Cookies: Google Analytics

A cookie from the American company Google is placed via the website as part of the "Analytics" service. This is used to keep track of and receive reports on how visitors use the website. Google may provide this information to third parties if Google is legally obliged to do so or insofar as third parties process information on behalf of Google.

We have no influence on this. In any case, we have not allowed Google to use the information obtained through the website for other Google services. The retention period is 26 months. More information can be found in Google Analytics' privacy policy.

The information that Google collects is anonymized as much as possible. The information is transferred to and stored by Google on servers in the United States, outside the EEA. The parties are affiliated with the EU-US Data privacy framework of the US Department of Commerce. This means that there is an adequate level of protection for the processing of any personal data.

Refusing, blocking, and deleting cookies

You can refuse cookies, block cookies, and opt-out of cookies. You can do this by setting your internet browser to no longer store cookies. You can always easily block and delete cookies via your internet browser. You can also set your internet browser to receive a message when a cookie is placed.

You can also indicate that certain cookies may not be placed. Consult the help function of your browser for these options, as adjusting settings varies by browser. If necessary, consult the help function of your browser.

Please note that if you delete the cookies in your browser, it may affect the smooth use of this website. Be aware that if you do not want cookies, we cannot guarantee that the website will work correctly. Some site functions may be lost, or you may not be able to visit the website at all.

Unexpected cookies

It may also happen that cookies are placed by others via the websites, of which we are not always aware. If you come across unexpected cookies that you cannot find in the overview from this statement, please let us know by email.

You can also contact the third party directly and ask which cookies they placed, the reason for doing so, the lifespan of the cookie, and how they guarantee your privacy.

Opt-Out

For the use of the above cookies, consent is requested on the website (where necessary). If you do not want your data to be tracked, we recommend not giving consent (opt-out) or installing privacy-enhancing browser plug-ins.

Changes

The texts of the website and the website itself can be adjusted at any time due to ongoing developments. This also applies to this privacy-cookie statement. This version is from **December 9, 2024**, and if there are changes, we will always post the latest version on the website.