

PRIVACY POLICY

1. Introduction

Translas B.V. ("Supplier", "we", "us") processes personal data in accordance with applicable data protection laws, including the General Data Protection Regulation ("GDPR"). This Privacy Policy explains how we collect, use, store, and protect personal data in the context of our business activities.

2. Scope

This Privacy Policy applies to:

- customers, suppliers, and business partners;
- users of our website and services.

This Privacy Policy should be read together with our General Terms and Conditions, in particular Article 13 (Confidentiality and Data Protection).

3. Data Controller

Translas B.V. is the data controller for the personal data processed under this Privacy Policy.

Contact details:

Translas B.V.
Nieuwegein, The Netherlands
Email: info@translas.com
Website: <https://translas.com>

4. Categories of Personal Data

We may process the following categories of personal

- identification data, such as name, company name, job title, and contact details;
- transactional data, such as orders, invoices, and payment information;
- communication data, such as emails, support requests, and correspondence;
- technical data, such as IP address, browser type, and usage data;
- marketing preferences, such as subscriptions and opt-in status.

5. Purposes of Processing

Personal data is processed only where necessary for:

- performance of an agreement;
- order processing and logistics;
- customer support and communication;
- financial administration and compliance;
- improvement of our services and website functionality;
- marketing activities, where legally permitted.

6. Legal Bases

We process personal data on one or more of the following legal bases:

- performance of a contract;
- compliance with legal obligations;
- legitimate business interests;
- consent, where required.

Where we rely on legitimate interests, we will only do so after assessing that our interests are not overridden by the rights and freedoms of the data subject.

7. Data Sharing

We do not sell personal data.

We may share personal data with:

- logistics partners;
- payment providers;
- IT and hosting providers;
- professional advisors.

All third parties that process personal data on our behalf are contractually bound to confidentiality and data protection obligations.

8. International Transfers

Where personal data is transferred outside the European Economic Area ("EEA"), we take appropriate safeguards to protect the data, such as Standard Contractual Clauses or other legally recognized transfer mechanisms.

9. Data Retention

We retain personal data only for as long as necessary for the purposes for which it was collected, including:

- contractual performance;
- legal obligations, such as tax and accounting retention;
- dispute resolution;
- defense of legal claims.

When personal data is no longer required, it will be deleted or anonymized, unless retention is required by law.

10. Data Security

We take appropriate technical and organizational measures to protect personal data against unauthorized access, loss, misuse, alteration, or disclosure.

However, no digital system can guarantee absolute security.

11. Data Subject Rights

Under applicable data protection law, individuals may have the right to:

- access their personal data;
- rectify inaccurate or incomplete data;
- request erasure;
- restrict processing;
- object to processing;
- data portability;
- withdraw consent, where processing is based on consent.

Requests can be submitted via info@translas.com. We may request additional information to verify identity before responding.

12. Cookies and Website Use

Our website uses cookies and similar technologies for:

- functionality;
- analytics;
- performance optimization.

Where required by law, we will request consent before placing non-essential cookies. Users can also manage cookies through their browser settings.

13. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the content or privacy practices of those websites.

14. Children

We do not intentionally collect or process personal data of individuals under 16 years of age. If we become aware that such data has been collected without appropriate consent, we will take reasonable steps to delete it.

15. Changes

We may update this Privacy Policy from time to time. The latest version will always apply. We recommend reviewing this Privacy Policy periodically.