



Privacy Policy

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Privacy Policy

1 Introduction

We, newITera, respect your privacy and ensure that we process your personal data carefully, in accordance with the General Data Protection Regulation ([GDPR](#)) and ISO 27001 information security standards.

This Privacy Policy explains how we handle the personal data we collect when you visit our website <https://www.newitera.nl> or use our services.

2 What data do we collect?

We collect different types of personal data depending on the services you use and how you interact with our website. This may include the following data, among others:

- Contact information such as name, email address, phone number, address.
- Company information such as your organization's name and job title.
- Technical data such as IP addresses, browser information, device settings and data about your use of our website (via cookies and other tracking technologies).
- Communication data such as email correspondence, messages sent through our website and interactions with our customer service team.

3 Purposes of data processing

We process your personal data for the following purposes:

- **Provision of services:** Providing the IT services and solutions you have requested.
- **Communication:** To communicate with you about our services, offers, and updates.
- **Website Optimization:** To improve the user experience on our website, for example through the use of analytical cookies.
- **Processing requests:** To answer your questions, offer quotes, or provide support on technical issues.
- **Compliance and legal obligations:** To comply with legal obligations, such as tax laws and data security requirements.

4 Bases for processing

We process your personal data based on the following bases as stipulated in the GDPR:

- **Consent:** When you explicitly consent to the collection and processing of certain data (for example, for marketing purposes).
- **Contractual necessity:** For the performance of an agreement, we have concluded with you (for example, the provision of IT services).
- **Legal obligation:** When we are required to process data to comply with legal obligations (for example, tax laws).



- **Legitimate interest:** When we have a legitimate interest in processing data (for example, for security of our website or customer service).

5 How do we keep your data?

We will retain your personal data for as long as necessary to fulfill the purposes listed above, and in accordance with legal retention periods. After this period, your data will be securely deleted or anonymized, unless we are required to keep data longer due to legal obligations.

6 Security of your data

We take the protection of your personal data seriously and have taken appropriate technical and organizational measures to secure it. These include:

- **Encryption:** Encryption of sensitive data, such as payment information.
- **Access control:** Restricting access to personal data within our company to those who need it for their work.
- **ISO 27001 standards:** We comply with ISO 27001 information security standards to ensure that your data is processed securely.

7 Data sharing with third parties

We may share your personal data with third parties in the following cases:

- **Service providers:** Third parties who provide services for us, such as cloud services, hosting and customer support. These third parties process data only on our behalf and are contractually obligated to ensure data security.
- **Legal Obligations:** We may share your data when required by law or when we believe in good faith that it is necessary to take legal action, protect our rights, or comply with legal obligations.

We never share your data with third parties for marketing purposes without your explicit consent.

8 Your rights in relation to personal data

Under the GDPR, you have several rights regarding your personal data, including:

- **Right of access:** You can request a copy of the personal data we process about you.
- **Right to rectification:** You can request us to correct inaccurate or outdated data.
- **Right to deletion:** You can request us to delete your personal data, provided there are no legal obligations that prevent this.
- **Right to object:** You can object to the processing of your data based on legitimate interest.





- **Right to data portability:** You may request a copy of your data in a structured, commonly used and machine-readable format.
- **Right to withdraw consent:** Where we process data based on your consent, you may withdraw this consent at any time.

To utilize any of these rights, please contact us using the contact information below.

9 Cookies and tracking technologies

Our website uses cookies and similar technologies to improve the user experience and analyze the website. For more information on the use of cookies, please see our Cookie Policy.

10 Transfer of data to countries outside the EU

If necessary, we may transfer personal data to countries outside the European Economic Area (EEA), for example if we use cloud services. We ensure that appropriate safeguards are in place, such as the use of Standard Contractual Clauses or other mechanisms approved by the GDPR.

11 Changes to this privacy policy

We reserve the right to change this Privacy Policy from time to time. We recommend that you regularly review this policy to be aware of any changes. The most recent version is always available on our website.

12 Contact details

If you have any questions about this Privacy Policy or your rights regarding your personal data, please contact us at:

Email: iso@newitera.nl
Telephone: 085 003 0058
Address: Schoenaker 10C, 6641 SZ Beuningen

