

Privacy policy

In this privacy statement we explain which personal data we collect and use and for what purpose.

IDENTITY

The person responsible for data processing is Diks Autoverhuur B.V. in Amsterdam (located at Van Ostadestraat 280, 1073 TW Amsterdam). For privacy-related questions, please email: privacy@diks.net.

PERSONAL DATA

BOVAG hereby declares that Diks Autoverhuur has completed the AVG program and that Diks Autoverhuur itself declares that it has made the efforts as resulting from the General Data Protection Regulation (GDPR).

By completing BOVAG's AVG program, Diks Autoverhuur has gained knowledge about the matter that is affected by the AVG and has declared that it complies with the law in good faith. The parts of the self-declaration by Diks Autoverhuur can be found on page 2 of this declaration.

Thus drawn up in Gorinchem,

dated 4-4-2018, by Bovag located at Kosterijland 15, 3981 AJ Bunnik

Diks Autoverhuur has stated that:

The organization processes the following personal data based on the principles described below:

Customer or supplier

- **Personal data: name and address, date and place of birth, copy of driver's license and/or ID (if foreign)**
- **Agreement: Order or contract;**
- **Processing: Administration, confirmation, extradition;**
- **Processing by whom: Rental Department, Administration;**
- **Retention period: During the contract and after that a maximum of 7 years in the bookkeeping.**

Newsletter subscribers

- **Personal data: Name and e-mail address;**
- **Agreement: Registration for newsletter (form on the website);**
- **Processing: Provision of information in the form of newsletters.**
- **Processing by whom: Communications or Marketing Department;**

- **Retention period: During the period that one is registered and after deregistration, a maximum of 3 months.**

Prospects and interested parties

- **Personal data: Name and address details**
- **Agreement: Oral consent, e-mail, issuing a business card and/or via LinkedIn;**
- **Processing: Provision of information in the form of newsletters**
Processing by whom: Communication, sales department, management, other departments and/or relationship manager;
- **Retention period: During the period that people have contact and after that a maximum of 7 years.**

Digital direct marketing (email, Facebook, Instagram, LinkedIn, fax, SMS etc.)

- **Personal data: Name, address, e-mail;**
- **Agreement: Digital consent in advance, e.g. when requesting information or registering for a newsletter;**
- **Processing: Digitally sending (or approaching) information about the organization and/or products/services;**
- **Processing by whom: Marketing/Communication/Sales Department;**
- **Retention period: During the period that one is seen as a prospect for the organization or its services/products.**

PURPOSES

We process the above data for one or more of the following purposes (also depending on which services or functionalities you use):

- **To offer you the possibility to reserve vehicles and accessories via our website and to use all functionalities and services on the website.**
- **To process your reservation(s) and to inform you about its progress.**
- **To communicate with you by sending electronic newsletters and/or mail.**
- **To send you personalized newsletters based on your interests.**
- **To process your data for possible participation in contests and other promotions, so that we can contact you when you have won something and to improve our services.**
- **To answer your questions or handle your complaints via social media, e-mail, by post or by telephone.**
- **To secure and optimize our website.**

DATA TO THIRD PARTIES

Processing Agreement

We have or are working towards a Processing Agreement with all our partners and suppliers who are "Processor". The goal is to eventually have such an agreement with all partners and suppliers that process data. In this agreement it is agreed, among other things, how your data should be handled. The most important spearhead is that your data will only be used for the purpose for which you have provided us with your data.

CJIB

Did you drive a fine during your rental? Then we can "indemnify" the fine. This means that we pass on your details (name, address and rental information) to the CJIB, you will then receive the fine directly from the CJIB. In the case of municipal fines such as parking fines, violations on local roads, etc., the same data is passed on to the relevant municipality.

Damage

If damage has occurred to the vehicle you rented or if you have caused damage to third parties with your rental car, your details will be passed on to our insurance company and possibly to the other party's insurance company. If you can no longer drive the rental car, your details (name, location and telephone number) will be passed on to a recovery company, so that the rental car can be secured / towed.

Payment services

All debit and credit card payments (both online and on-site payments) are made through our payment partners. All payments are processed in a shielded and secure environment. If you guarantee or pay with your credit card, we pass on your details to your credit card company to process your payment details, this also happens in a shielded and secure environment.

Exhortations

If you still owe us an amount, you will receive an invoice from us at the e-mail address you have provided. If we do not receive your payment within the set payment term (5 working days), we may send you a reminder via one of our payment partners. You will receive a reminder through this partner.

Collection agency

If we have not yet received payment from you after the reminders, we are unfortunately forced to hand over your file. We work together with various collection agencies, which will try to get in touch with you to make arrangements with you about your payment, or to start the legal process. The file they receive from us includes your rental agreement and invoice, which also includes your personal data. If necessary, correspondence and/or telephone records will also be handed over to them.

Roadside assistance

If you are unable to continue driving with our rental car due to a technical defect and / or accident, we will call in a helper. We work together with various emergency services in this area and share (only if necessary) your name, telephone number, location and the registration number of the vehicle you have rented with them. If you need replacement transport, this will be arranged by one of our branches or external partners. The following also applies to these external partners; we only share information with those they need to get you back on the road quickly.

Government agencies

Your data may be passed on to government authorities such as the police, emergency services, etc. In some cases we are legally obliged to pass on information and we are not required / allowed to inform you about this. In other cases, we will only communicate your information to emergency services if necessary (for example, following an accident with our rental car).

Other

We reserve the right to engage partners and suppliers for reasons other than those stated. Your data will only be shared with them if this is strictly necessary and/or to make your rental period run smoothly.

USE OF COOKIES

A cookie is a text file that is stored on your computer or mobile device during your visit to our website. Information is stored on this text file. This information can be read again during a later visit to our website.

We use cookies to increase the ease of use on www.diks.net by, for example, allowing people to log in to their "My Diks" account. In addition, our cookies make it possible to offer our visitors tailor-made advertisements.

NEWSLETTERS

If you have given permission to receive the newsletter, you will receive it at the e-mail address you have provided. Each newsletter contains instructions on how to unsubscribe at the bottom of the email.

INSPECTION AND CORRECTION

As a customer you always have the right to inspect your data. You can submit a request for correction or deletion of your personal data. However, deletion is only allowed if the data is no longer relevant.

If you have an account, you can log in to view and change your details. You can also contact us using the following details:

- **Phone: 020- 662 33 66**
- **E-mail: privacy@diks.net**
- **Online: [Mijn Diks](#)**
- **Address: Diks Autoverhuur B.V. Van Ostadestraat 278 – 280, 1073 TW Amsterdam**

In order to prevent misuse, we ask you to identify yourself adequately in the event of a written request for inspection, by enclosing a copy of a valid proof of identity (don't forget to protect your citizen service number and passport photo).

SECURITY

We have taken appropriate technical and organizational measures to protect your personal data against loss, theft or any form of unlawful processing. For example, our website is secured with an SSL connection and Diks Autoverhuur B.V. use of access control by means of a username and password.

All our vehicles are equipped with Track & Trace. This allows us to find out the location of a vehicle at all times.

Diks Autoverhuur further explains:

- **We as an organization have made our privacy policy visible on the website of the organization.**
- **When ordering new stationery, the above will be adjusted, temporarily we will mention it on an extra page in the rental contract.**
- **We as an organization declare that we never pass on personal data to other parties with whom we have not concluded a processing agreement if this is necessary for the implementation of the purposes for which we have received them.**
- **We as an organization have always stored personal data behind the security of at least a username and a password.**
- **We as an organization have only stored the personal data on computers / servers with security software where both the security software and the operating system are set to automatically retrieve and install updates.**
- **We store our driver's licenses with Dropbox.**
- **We as an organization declare that we also transfer or store personal data to parties located outside the EU.**
- **We as an organization have secured the stored personal data with a backup.**
- **We as an organization declare that we destroy all personal data, which we process outside the financial administration, if the agreement on the basis of which they were obtained has expired or the permission has been withdrawn.**

- **As an organization, we always request permission in advance before approaching someone via digital direct marketing.**
- **We as an organization declare that we do not process personal data of persons under the age of 16.**
- **As an organization, we have stored paper documents containing personal data under lock and key.**
- **We have sent all employees a letter with explanation and instruction.**

Thus stated by:

Diks Autoverhuur B.V.

Niels Diks

Amsterdam

April 4, 2018