

Privacy & Cookie Policy

Concord Neonatal B.V. (hereinafter referred to as “Concord” or “we”) acts as a data controller under the EU General Data Protection Regulation (‘GDPR’) and relevant GDPR implementation laws and the provisions of other applicable laws, regulations and rules.

This Privacy & Cookie Policy explains what personal data we process from our employees, suppliers, customers and other business relations and why.

Concord has implemented appropriate measures for protecting your personal data which are periodically evaluated and updated.

How to contact Concord?

In case of questions or remarks about this Privacy & Cookie Policy, you may contact us as follows:

Concord Neonatal B.V.

Langegracht 70

2312 NL Leiden

The Netherlands

info@concordneonatal.com

You may also have the right to file a complaint with the Dutch Data Protection Authority.

Amendments to the Privacy & Cookie Policy

This document is regularly reviewed and possibly adjusted. Please note that our website always displays the most recent version.

What data do we collect and how do we use your data?

Within the GDPR and other applicable rules, Concord processes your personal data for the following purposes:

1. In order to sell and deliver our products and provide related services to customers.

When you communicate with us, you may provide us with personal data about yourself. This enables us to process your requests and to answer your questions. We process your personal data for the purpose of providing goods and services to you and/or managing our relationship with you. Such processing is required for the administration of our business, which is necessary for the performance of our contractual relationship or legitimate business interest, respectively.

Your communication with us may be retained in our systems.

Customer data we collect:

- Name

- Title
- Function
- Hospital & department
- Chamber of commerce number
- VAT number
- Bank account details
- E-mail address
- Phone number(s)
- We keep records of contact moments and visits
- We keep records of offers and orders provided to the customer
- We keep records of product installation and service for that specific customer

Sometimes we look for contact details online, as many doctors/scientists put their e-mail address online.

2. To order your products or parts thereof from suppliers.

Supplier data (including creditors) we collect:

- Contact name, function and e-mail address
- Bank account details
- Organization name
- Address
- VAT number
- Quality certificates
- Chamber of commerce number
- We keep records of contracts
- We keep records of quotations, orders and invoices
- We keep records of relevant communication

3. Human resource management.

We process personal data of employees for payment of salary and contractual purposes.

Data we collect:

- Name
- Private address
- Phone number
- Social security number
- Date of birth
- Passport number/copy
- Copies of certificates and diplomas
- Where applicable a copy of a residents permit

Recruitment: Concord processes personal data for employee recruitment. Resumés may be kept for a longer period of time.

4. Website visits and contact form.

Via the contact form on our website you can ask us questions or send requests. If you submit a contact form on our website, or send us an e-mail, we ask for your personal data so that we can respond to your request or reply to your e-mail. Such processing of personal data is necessary for our legitimate business interest. The following personal data may be processed for this purpose:

- Name
- E-mail address
- Name and address of the organization

5. Customer information and/or newsletters.

Concord may send out newsletters to its customers to inform you about our developments, updates or other information. Every time we send you a newsletter you have the possibility to unsubscribe from the relevant mailing list by clicking the "unsubscribe" button in the footer of the mail and sending it out. Processing of personal data for our newsletter or information is based on your given consent / our legitimate business interests.

6. Marketing communication.

Concord Neonatal may use personal, and non-public, information for marketing communication, for example pictures, video's or case studies. Concord Neonatal will not use non-public personal information, pictures or video's without your prior written consent.

With whom do we share your personal data?

Processors & Third parties.

Concord may share your personal data with others in accordance with and for the realization of the processing purposes as described in this Privacy & Cookie Policy. In a data processing agreement, we shall agree with such parties that they shall only receive the data that is relevant for their services and that these must be kept confidential. These parties use your data in accordance with our instructions and not for their own purposes. We can share your data for example with online and cloud-based storage services, administrator services and mailing service provider.

With respect to employees, the salary administration is outsourced. Employees may use their own laptop and may have their own mobile phone that is used for business purposes, this can either be a private phone or a phone that is dedicated for business, this is the employee's choice. The private address is also used to provide a Business OV card, this data is provided to the NS.

Concord will only process your data within the European Economic Area ("EEA") and will only process your data outside of the EEA if the relevant country has an adequate level of protection in respect of your personal data in accordance with the GDPR.

For how long do we store your data?

Unless a specific retention period is mandated or permitted under applicable law, we will retain your personal data for the time necessary to fulfil the purposes described in this Privacy & Cookie Policy.

Rights regarding your personal data

Listed below are your personal data related rights. If you have questions or if you wish to exercise any such right, please refer to our contact details above.

- Right to access
- Right to rectification
- Right to erasure; 'right to be forgotten'
- Right to restriction of processing
- Right to data portability
- Right to object
- Right to withdraw consent

Security regarding your personal data

Concord protects your personal data from unauthorized or unlawful access, alteration, disclosure, use or destruction. We have taken adequate technical and organizational measures in order to safeguard your personal data and prevent them from being accessed by unauthorized parties.

However, all Concord employees have access to supplier and customer data. Employees do not have access to the personnel records of others.

Links to other websites

You may find content on our website linking to other websites. We do not control the content on these other websites and are not responsible for the content or the protection of your privacy protection on these websites. We advise you to read the privacy policies of those websites.

Cookie policy

Our website uses cookies. A cookie is a small (text)file that can be placed on to your browser while you visit our website. These cookies will be retrieved when you visit our website again. This allows our website to recognize you as a previous visitor.

We may use cookies in order to improve your user experience on our website. Cookies are essential for the operation of our website, make sure that you can visit our website safely and they track bugs and errors on our website. You can change your cookie settings in your browser, if you don't want cookies to be sent to your device. Please note that some website features or services of our website may not function properly without cookies.

We use cookies from Google Analytics to measure the use of our website, analyze and optimize. Google uses this data itself in accordance with its own terms. We have no influence on the amendments to the aforesaid.