

PRIVACY STATEMENT

Organisation	Plan-IT International B.V.
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1. Introduction

Plan-IT International B.V. (hereinafter: “we”, “us” or “our organisation”) attaches great importance to the protection of your personal data. In this privacy statement we explain which data we collect, why we do so, how long we retain it and which rights you have. This statement applies to all processing carried out via our websites ([.nl](#) / [.com](#) / [.de](#)), social media, contact forms, newsletter, academy and CRM system.

This privacy statement has been drawn up in accordance with the General Data Protection Regulation (GDPR), the Dutch GDPR Implementation Act (UAVG) and other applicable laws and regulations.

2. Overview of data processing

This section gives an overview, per service, of the data that is used. An explanation of each column:

- Service type: the service for which data is used. The ‘General’ row contains data that is used for multiple services or that is not processed for one specific service.
- Data: which data is processed.
- Retention period: how long the data is retained.
- Legal basis: the legal basis on which the data is used.

Service / system	Data	Retention period	Legal basis
General	Name, telephone number and email address of your organisation's contact person.	For as long as we provide relevant software and/or services	Performance of a contract
	Address at which the services are provided.		Performance of a contract
	Company name for invoicing.		Performance of a contract
	Traffic data of emails, telephony and internet in connection with a statutory interception obligation or request for information.		Legal obligation
	Information provided by the user for support queries.		Performance of a contract
Contact forms (website .nl / .com / .de)	Company name, name, telephone number or email address	For as long as we provide relevant software and/or services	Performance of a contract / legitimate interest
Cookies (functional, analytical)	IP address (anonymised), session data, click behaviour	Up to 3 years; see cookie policy	Consent / legitimate interest
Newsletter (MailChimp)	Email address, first name, surname	Until unsubscription + 1 year	Consent (explicit opt-in)
Academy (login account)	Name, email address	For as long as the account is active; immediately upon a deletion request	Performance of a contract (explicit opt-in)
CRM (PerfectView)	Contact person, company name, address, email, telephone	For as long as we provide relevant software and/or services	Performance of a contract / legitimate interest
Social media (LinkedIn, YouTube – organic)	Standard platform analytics only; no additional data collection	Managed by the platform	Legitimate interest
Visual material (video / photo)	Portrait rights, personal data; licence plates and other information are blurred	For as long as the material is in use	Consent (consent form)

3. Cookies

Our websites (.nl, .com and .de) use cookies. A cookie is a small text file that is stored by your browser when you visit a website.

3.1 Types of cookies we use

- Functional cookies – necessary for the website to function.
- Analytical cookies – to analyse and improve website use (IP address is anonymised).
- Marketing cookies – for targeting, only after approval (to be indicated in the cookie choice).

3.2 Cookie management



When you first visit our website, we ask for your consent for non-functional cookies via our cookie banner. You can change your preferences at any time via the cookie settings in the footer of our website. You can also delete or block cookies via your browser settings.

4. Contact forms

Our websites offer you the option of contacting us via the following forms:

- Contact form – company name, name, telephone number or email address
- Demo request – company name, name, telephone number or email address
- Brochure request – company name, name, telephone number or email address

The data you enter is used exclusively to answer or follow up your enquiry. In addition, your IP address is recorded so that misuse can be detected and prevented.

5. Newsletter

We send a digital newsletter via MailChimp. You will only receive this newsletter if you have actively subscribed with your explicit consent (opt-in). When you subscribe, we collect your email address, first name and surname.

Every newsletter contains an unsubscribe link with which you can unsubscribe immediately. After you unsubscribe, your data will be removed from our files within twelve months, unless we are obliged to retain the data for longer on the basis of another legal ground.

MailChimp is a service of Intuit Inc. (USA). Data transfers to the USA take place on the basis of standard contractual clauses (SCCs) pursuant to Article 46 GDPR.

6. Academy

To access our online academy you must create an account. Your name and email address are required for this. Your account details are visible to us and are managed by us. We are able to delete accounts on request or upon termination. The academy is hosted via: **Easy LMS platform**.

7. CRM system (PerfectView)

We manage relationship and customer data in PerfectView. This stores data on (potential) customers and contact persons, including name, job title, company name, address, telephone number and email address.

PerfectView is a Dutch supplier. A data processing agreement has been concluded with PerfectView pursuant to Article 28 GDPR.

8. Social media

We are active on LinkedIn and YouTube. Our posts are organic in nature. Apart from the standard platform analytics that the platforms process themselves, we do not collect any additional personal data via our social media channels.

We are not responsible for the way in which LinkedIn, YouTube and other third parties handle your personal data. Please consult the privacy policies of the platforms concerned for more information.

9. Visual material (video and photography)

Before using visual material in which people are recognisable, we ask for prior written consent by means of a consent form. This form describes the intended use and the channels on which the material will be published.



Licence plates and other personally identifiable information that appear in the footage unintentionally are obscured with a blur effect before publication.

You can withdraw your consent for the use of visual material at any time by contacting us. After withdrawal, we will remove the material concerned from our publications as soon as reasonably possible.

10. Disclosure to third parties

We only share personal data with third parties where this is strictly necessary for the performance of our services or where we are legally obliged to do so.

With all parties that process data on our behalf (processors), we conclude a data processing agreement pursuant to Article 28 GDPR. Our main processors are:

- MailChimp (newsletter) – Intuit Inc., USA – on the basis of SCCs (Art. 46 GDPR)
- PerfectView (CRM) – PerfectView B.V., the Netherlands
- Easy LMS B.V. (Academy) – Delft, the Netherlands
- LR Internet (website) – Venray, the Netherlands
- Uniserver (hosting) – Alkmaar, the Netherlands

If a processor is established outside the European Economic Area (EEA), we ensure that the processing takes place with appropriate safeguards in accordance with Chapter V of the GDPR.

11. Security of personal data

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss or theft. Our measures include:

- Encrypted connections (HTTPS/TLS) on all websites
- Access security and authorisation management for internal systems
 - Voluntary penetration tests
 - 2FA
- Regular back-ups
- Awareness training for employees

12. Your rights as a data subject

Under the GDPR you have the following rights:

- Right of access (Art. 15 GDPR) – you can request which data we process about you.
- Right to rectification (Art. 16 GDPR) – you can have incorrect data corrected.
- Right to erasure ('right to be forgotten', Art. 17 GDPR)
- Right to restriction of processing (Art. 18 GDPR)
- Right to data portability (Art. 20 GDPR)
- Right to object (Art. 21 GDPR) – including where processing is based on legitimate interest.
- Right to withdraw consent (Art. 7(3) GDPR) – without affecting earlier processing.

You can exercise your rights by contacting us in writing or by email (see contact details). To verify your identity, we may ask you to show valid proof of identity. We ask you to black out your citizen service number (BSN) and passport photo. We will respond to your request within four weeks.



13. Data breaches

We have an internal policy for handling data breaches. If a data breach poses a risk to your rights and freedoms, we will report it to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens, AP) within 72 hours in accordance with Article 33 GDPR. If the breach is likely to result in a high risk to your rights, we will also inform you immediately in accordance with Article 34 GDPR.

14. Complaints

Do you have a complaint about the way in which we handle your personal data? Please contact us first. We will gladly look for a solution together with you. You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens):

- Website: www.autoriteitpersoonsgegevens.nl
- Telephone: 088 – 1805 250

15. Contact details

If you have questions about this privacy statement or the processing of your personal data, you can contact:

Organisation	Plan-IT International B.V.
Contact person / DPO	Julian Hendriks
Email	privacy@plan-it.nl
Telephone	+31 (0)85 2362500
Address	Keizersveld 25, 5803 AM, Venray, the Netherlands

16. Changes to this statement

We reserve the right to amend this privacy statement. The current version is always available on our website. We advise you to consult this statement regularly.

This privacy statement was last updated on: **16-03-2026**