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Privacy Policy JKP Application Development Services

JKP Application Development Services

1 COMPANY

Company Name: JKP Application Development Services
(Referred to in this document as JKP-ADS)
Owner: Jan Karel Pieterse
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2 WHICH PERSONAL DATA DO WE PROCESS AND FOR WHAT PURPOSE

We have categorized the personal data we process. These categories will be used throughout the chapters below.

2.1 Customers

From our Customers (which is anyone who purchases services from JKP ADS, has requested a quotation or who has purchased software licenses from JKP-ADS) we register these types of information (only the information you've given to us):

First name
Last name
Company name
Address (company address if you are a business customer)
Place
Area code
Country
State or province
Phone number
Mobile Phone number
Email address
Website
Fax number
VAT number

We keep this information for the necessary communication with our customers. Things like sending quotes, sending files which are the result of our work, sending invoices.

2.2 Mailing lists

We run a couple of Mailing lists:

- One for our monthly newsletter (containing tips about Excel)
- One which enables us to inform our customers about promotions and trainings
- One which people have subscribed to, so they are kept informed about our trainings

To run these lists, we have registered:

First name
Last name
IP address
Date
Email address

2.3 Website visitors

Our website uses two systems to track visitor statistics:

- Google analytics
- Statcounter

To be able to see how many visitors our website gets and where these visitors come from. The usual data is stored, like:
IP address (In case of Google anonymized), Country (based on IP address), browser, source, URL you came from, operating system etc.

More information:

Google:

<https://developers.google.com/analytics/resources/concepts/gaConceptsTrackingOverview>

Statcounter: <https://statcounter.com/about/legal/>

2.4 Comments on our website

Most of our website's pages allow our visitors to enter comments and ask questions. To make this work, we register this information:

Name
IP address
Date
Email address
The comment

We only use the Email address to send you an email to announce your comment has been published.

3 HOW LONG DO WE KEEP YOUR INFORMATION

3.1 Customers

We keep your information for at least for as long as Dutch legislation demands us to.

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3.2 Mailing lists

We keep the information until you unsubscribe.

3.3 Website visitors

We have set the retention period of Google Analytics to the minimum of 14 months. Statcounter's retention period is set to 4 hours.

3.4 Comments on our website

Comments on our website are not removed unless you request removal

4 HOW IS YOUR INFORMATION STORED

4.1 Customers

Your information is stored on computers owned by JKP-ADS. These computers have encrypted hard-drives and are only accessible to JKP-ADS. Any backup of your information is kept on encrypted drives as well.

If you have purchased one of our products using our website, then your transaction details will be stored at fastspring.com, our webshop partner with which we have a data processing agreement which is GDPR compliant.

4.2 Mailing lists

Our mailing lists are stored at our JKP-ADS account at [Mailchimp.com](https://mailchimp.com) with which we have a data processing agreement which is GDPR compliant.

More information about MailChimp's privacy policy can be found here:
https://mailchimp.com/legal/privacy/?_ga=2.251168449.652878401.1527002309-573602274.1527002309

4.3 Website visitors

We use Google Analytics and Statcounter cookies. We have a data processing agreement with Google which is GDPR compliant. We do not use the cookies for any advertising whatsoever. The data pertaining to the cookies is sent using a secure connection (https).

You may find Google's privacy information here:
https://privacy.google.com/intl/nl_nl/businesses/compliance/

And Statcounter's here: <https://statcounter.com/about/legal/>

4.4 Comments on our website

Our website jkp-ads.com (and its commenting database) is hosted in The Netherlands at mijnservers.nl.

5 HOW HAVE WE ACQUIRED PERMISSION TO KEEP YOUR INFORMATION

5.1 Customers

We will ask you for the necessary details

5.2 Mailing lists

We're using a standard GDPR-compliant registration form offered to us by MailChimp in which you must give permission to us to use your data.

5.3 Website visitors

We are not obliged to ask you for permission to record web statistics as is explained in this article: <https://nl.statcounter.com/support/knowledge-base/314/>

5.4 Comments on our website

We ask your permission to store and display your information prior to recording that information.

6 YOUR DATA AT OUR COMPANY

You can always ask us to:

- Remove your data (we will do so unless legislation does not allow us to)
- View your information
- Change your information
- Request to receive your information

You can do this by sending a request to Jan Karel Pieterse, using the address information at the top of this document.

To be sure that the request has been done by you, we ask you to attach a copy of your ID document (for example your passport). To protect your privacy, we advise you to make sure the following sections in this copy are unreadable: Your picture, the MRZ (the machine-readable zone, the bar with numbers at the bottom of the passport), the passport or ID number and your social security number. We will respond as soon as we can, at most within four weeks.

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In case of any questions, please contact me using the details on page 2 of this document.

7 THIRD PARTIES

We sometimes work together with De Jonker Consultancy (dejonkerconsultancy.com) to organize conferences and trainings, using either the websites topexcelclass.com or topexcelcursus.nl. Attendee information is exchanged between us and De jonker Consultancy according to the GDPR rules.

Your information will not be shared with any other third party without your consent.

8 COMPLAINTS

If you have any complaint we kindly ask you to report this to us as soon as possible. Our contact details can be found on page 2 of this document.

If you are Dutch, you can of course also report us at the Dutch “autoriteit persoonsgegevens”: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

9 DISCLAIMER

This document is a translation of our Dutch Privacy policy as available from <http://jkp-ads.com/privacynl.asp>.

In case of any disputes the text in the Dutch version will prevail over this English translation.