

Privacy Statement



Privacy Statement for Apps

Vopak Agencies (hereinafter: 'Vopak', 'we', 'our' or 'us') is committed to the protection of personal data of its customers, suppliers and business partners, as described in our [Code of Conduct](#) and [Vopak Privacy Code for Customer, Supplier and Business Partner Data](#). This Privacy Notice indicates how this principle shall be implemented regarding the processing of personal data of individuals who use our Apps.

1. What information do we collect?

We may collect the following personal information about you:

- Name;
- Username;
- Email address;
- Gender;
- Date of birth;
- Photograph;
- Location.

You can always change your Account details by sending an email to the privacy officer at Vopak Agencies: po.agencies@vopak.com.

Information we obtain through the use of the App

We may collect information that include electronic device information, such as: IP addresses, log information, browser type and preferences, location information, online identifiers to enable 'cookies' or similar technologies (see our cookies policy [here](#)).

2. What is our legal basis to process your personal data?

We will only process your personal data if:

- You provided us your consent;
- We have a legitimate business purpose; or
- Where is necessary to comply with a legal obligation.

Where the processing is based on consent, you have the right to withdraw your consent at any time. If you decide to withdraw it, this will not affect the validity of the prior processing.

3. For what purpose do we collect your personal data?

When you use our Apps, we process your personal data for the following purposes:

- Maintaining and promoting contact and relationship with you;
- Customer service development;
- Account management, customer service, recalls and the development, execution and analyses of market surveys and marketing strategies;

4. For how long do we retain your data?

We will delete or anonymize (as appropriate) your personal data:

- Upon your request, pursuant to clause 5.c of this Privacy Statement;
- After 7 years of being collected

Your personal information may be retained for a longer period where there is a legal or regulatory reason to do so.

In certain cases, such as surveys, we may extend the retention period for an indefinite period of time. If so, we will anonymize all your personal data. This means that we will delete any personal identifier related to you.

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5. What are your rights?

As a data subject, you have the following rights:

- a** Access and obtain a copy of your data on request;
- b** Require Vopak to change incorrect or incomplete data;
- c** Require Vopak to delete or stop processing your data;
- d** Not to be subject to automated decision making, including profiling;
- e** Data portability.

If you would like to exercise your rights, please contact po.agencies@vopak.com.

If you believe that we have not complied with your data protection rights, you have the right to lodge a complaint with the data protection authority for your country or region.

6. To whom do we share your personal data?

We may share your personal data to:

- Other companies within Vopak subsidiaries;
- With your consent, to authorized third party;
- Our authorized agents, licensees, service providers and/or subcontractors;
- A competent public authority, government, regulatory or fiscal agency where it is necessary to comply with a legal or regulatory obligation to which the relevant Vopak company/companies is subject to or as permitted by applicable local law;

If you provide us your consent to disclose your personal information to trusted third parties for the purpose of direct marketing, we will make sure there are sufficient and appropriate legal measures to protect your rights as a data subject.



Tjeerd van der Voorn
Managing Director Vopak Agencies BV

7. Data transfers

Where your personal data are transferred to companies within Royal Vopak (intracompany transfers) from the EEA to countries considered non-adequate by the European Commission, we have put in place adequate measures, such as our Binding Corporate Rules, to protect your personal data.

If your personal data is transferred to a third party in a country located outside the European Economic Area, we will take appropriate legal, organizational and contractual measures to ensure that your personal data are adequately protected; such as by incorporating standard data protection clauses adopted by the EU Commission.

If you have any questions regarding our Privacy Statement or if you need to update, change or remove information, you can do so by contacting us.

Written inquiries might be addressed by email at po.agencies@vopak.com or to:

Vopak Agencies Rotterdam B.V.
Privacy Officer - P.O. Box 4334
3102 GG Schiedam
The Netherlands