

Privacy Statement

Last version: June 11, 2024

We care about the privacy of our customers and our users. We understand that you would like to know how we process personal data on our website, so we are happy to share our privacy statement.

Who is responsible for your data?

Gomibo Platforms (legal name: Gomibo Platforms B.V.) is responsible for all personal data which you share with us. You can find our contact details below:

Our correspondence address: Waagstraat 1, 9712 JX, Groningen, The Netherlands

Our postal address: PO Box 17604, 1001 JM, Amsterdam, The Netherlands

Our registration number at the Dutch Chamber of Commerce: 92431844

Our VAT number: NL822412299B01

If you have questions considering your privacy and online safety, you can always contact our Data Protection Officer via: info@gomibogroup.com.

Which personal information do we store and why?

Gomibo collects personal information in different ways. Which data we collect depends on the actions you perform on our webpage and applications: whether you are only visiting our webpage or whether you are reaching us via our contact form. Privacy and online safety form the DNA of our company, so we store only a minimal amount of data as required to provide you with the best service. We are happy to share how we process your personal data below.

Online recognition

If you visit our webpage, we only store your IP-address and some basic functional and tracking cookies. This information helps us to provide you with the best service if you visit our webpage.

Customer service

We will try to provide you with the best service we can when you contact us. If you would like to get in touch with us via our website (<https://gomiboplatforms.com/>), we ask you to provide your name, email address and your message. If you would like to receive our brochure, you need to provide your email address.

To ensure the best service, we will store all chat and email conversations you have with our customer service. In some cases, we will record phone calls for training purposes. If the phone call will be recorded, we will tell you in front of the phone conversation. Sometimes, we ask you to share some specific personal or company information during a chat, email or phone conversation. We will ask these questions to verify whether you are the person you say you are. Furthermore, we will make some side notes about our contact in order to know what we discussed if you will contact us again at a later moment.

When you or your company provide us contact details, such as a business card or other forms of expressions, Gomibo could contact you to discuss future business opportunities and keep you updated about new Gomibo products, releases, updates and bug fixes. It is always possible to unsubscribe you from these mailings by sending an email to info@gomibogroup.com.

How do we handle your personal information?

Sharing personal data

Your privacy and online safety are important to us. We only share personal information with third parties if it is necessary to provide you with the best service. We never sell your personal information to third parties.

To ensure proper use of your personal information, we signed processing agreements with all third parties. This processing agreement contains all appointments about who is responsible for which data. We signed a data processing agreement (DPA) with the following parties:

- Administration processors;
- The processor of communication tools (telecom, chat, e-mail);
- Payment Service Provider;
- Cloud provider (if applicable);
- Datacenter.

Most sub-processors are established in the European Union. The General Data Protection Regulation (GDPR) will apply to these sub-processors. However, in some cases we are using sub-processors in the United States of America (USA). These parties were registered under the European-American 'Privacy Shield'. We have made agreements with these sub-processors about the processing of personal data. We have laid down these agreements in Standard Contractual Clauses (SCC).

Storage of personal data

We store your personal information no longer than necessary. Would you like to change your privacy settings? Please contact our team: info@gomibogroup.com.

Security

Gomibo products run on ISO 27001 certified servers deployed and based in the Netherlands. We follow strict information security policies. Our website is using a secure connection (recognizable by 'https' in the address field). Thereby, we are using the SSL-certificates. We are using the best and up-to-date security software on the market, to ensure that personal data is stored fully secure at our servers. Thereby, all Gomibo products are designed in accordance with the 'Privacy by Design' and 'Privacy by Default' principles.

We control and monitor all our employees to ensure we know who has seen personal data. In this case, we know exactly what happened with your personal data. Thereby, all employees of Gomibo have a declaration of good behaviour (VOG). In this case, we are sure that your personal data will be processed safely.

Your rights

If you are a customer of Gomibo, you can always send us a request to review, rectify, transmit, or to erase your personal information from our administration. Send this request to info@gomibogroup.com. In this case we will always ask you to verify whether you are the person you say you are. This is to ensure that your personal information does not fall in the wrong hands.

Removing your personal data

Of course, it is possible to remove your data from our system, when you prefer to do so. Please note that this implies that you will no longer be a customer of Gomibo and hence will not be able to use our services anymore. This is because in this case we will erase all your data from our system and we will therefore not know anymore whether you have ever ordered Gomibo products.

Questions or remarks

If you have questions or remarks regarding privacy or security, you can always reach us via info@gomibogroup.com or by contacting us using the contact information above. For any other questions or complaints considering our privacy policy you can reach the Dutch Authority for Protection of Personal Data or the National Ombudsman.