

Qaleido Privacy Statement

General

Qaleido stands for 'no worries' and has also applied this in its data processing. As the client, you are assured that your personal details will not be sold to third parties, that Qaleido treats your details with care and that the storage of your details is subject to strict security. In this Privacy Statement, we tell you what we do with your details and how you can lodge an objection to the use of your details.

What details does Qaleido process?

Qaleido processes personal details and communication details of its clients. The only people who have access to these details are Qaleido employees. If you have taken out a subscription with Qaleido through a reseller, then this reseller also has access to your personal details that are processed by Qaleido.

The reseller is also bound by this Privacy Statement and will not act in contravention of it.

Personal details

Personal details are recorded when you order a product or a service, or when you get in touch with Qaleido. These are details such as your name, address, telephone number and email address. After you have become a client of Qaleido, personal details are processed as well, for example if you report a malfunction, when you are sent an invoice or if you register for an email newsletter.

Communication details

The communication details processed by Qaleido relate to the use of products and services. Examples are the times when the connection is used, the telephone numbers called and the IP addresses used.

Use of Qaleido.nl and other Qaleido websites

Qaleido collects anonymous data from visitors to www.Qaleido.com and other Qaleido websites. This data enables Qaleido to optimise the website(s) and to show relevant content.

Why does Qaleido process data?

Service

In the first place, Qaleido processes your personal and communication details in order to supply products and services. Processing these details is necessary, for instance, when dealing with requests, creating a new connection, building up connections, sending out invoices (whether itemised or not), for questions about invoices and dealing with reports of malfunctions or failures or complaints.

In compliance with statutory obligations or at the client's request

By law, Qaleido is obliged to retain your details and in some cases to furnish them to third parties. Examples of this are furnishing details to the competent authorities in the context of a criminal investigation, or – only at your request – to other suppliers in order to hide the numbers you have called from view on the invoice.

Market research and marketing and sales activities

While providing services, but also after their completion, Qaleido processes personal details for market research and for marketing and sales activities. The details are processed for sending out offers, whether in writing, by telephone or electronically (for instance, by text or SMS or by email).

Promotions

If you take part in promotions, including competitions organised by Qaleido, Qaleido records your personal details. Using this information, Qaleido can approach you for commercial purposes, unless you explicitly objected to this when you took part.

Telephone directories and number information services

Qaleido processes the data of customers who choose to have their telephone number included in the directory and/or number information services. In that case, data such as name, address and telephone number are furnished to the publisher(s) of telephone directories and number information services.

Retention period for personal details

Qaleido keeps your details for no longer than the law allows, nor than is necessary to achieve the purposes for which your details are processed. How long certain details are kept depends on the nature of the data and the purposes for which it is processed.

Signing up and signing out for commercial messages and invitations to participate in market research

Qaleido customers can register and deregister at all times for the purpose of receiving commercial messages from Qaleido and invitations for market research via [Serviceweb](#). Subscribers to the email newsletter can sign up or sign off for newsletters at any time at www.Qaleido.nl.

Inspection and correction of your personal details

As a customer of Qaleido, you are entitled to inspect and to correct the personal details that Qaleido has processed. You can ask to inspect and correct your details very simply by sending a letter. In the letter you should state your name, address and telephone number. Send it, enclosing a copy of a valid proof of identity, to Qaleido, Postbus 127, 8250 AC Dronten, the Netherlands. If you wish, you can view most of your personal details online through our [Serviceweb](#) after entering your username and password.

Changes to the Privacy Statement

Qaleido is continually in development. It is therefore possible that changes are made to the Privacy Statement, so it is wise to check the website regularly to see if a new version of this document is available. The most up-to-date version of the Privacy Statement can be found at www.qaleido.com/voorwaarden.

Dutch Data Protection Authority

Qaleido has reported its processing of personal details to the Dutch Data Protection Authority (CBP). Qaleido's reporting number is 1399548.

If you have any questions, contact us

We hope we have given you some insight into the way that Qaleido deals with your personal details. If you have any questions about this privacy statement or if you would like further information about Qaleido's processing of personal information, call us on 088 – 003 2222 or send an email to administration@qaleido.com