



Privacy and Cookie Statement

Batenburg Techniek N.V.

1. General

This Privacy and Cookie Statement is intended for (prospective) clients, customers and suppliers, (prospective) employees, website visitors and users of the products and services of Batenburg Techniek N.V. and its affiliated companies, as described in paragraph 4 below (hereinafter collectively referred to as 'Batenburg Techniek').

This Privacy and Cookie Statement explains what personal data Batenburg Techniek collects from you through our interactions with you and through our services and products, how this is done, what role cookies play in this, what we use the personal data for, how you can access the personal data we hold, and how the security of this data is managed. The most up-to-date version of Batenburg Techniek's Privacy and Cookie Statement is published on the Batenburg Techniek website, www.batenburg.nl.

Our company details are as follows:

Batenburg Techniek N.V.

Stolwijkstraat 33

3079 DN ROTTERDAM

T 010 292 8080

E info@batenburg.nl

Chamber of Commerce no. 24001907

2. Applicability of the General Data Protection Regulation (GDPR)

Personal data is processed as part of our services. Batenburg Techniek is therefore classified as a data controller under the General Data Protection Regulation (GDPR). The GDPR applies where personal data is processed, whether fully or partially by automated means, but also to the manual processing of personal data contained in a filing system or intended to be included in such a system. 'Personal data' means any information relating to an identified or (directly or indirectly) identifiable natural person.

3. How is personal data collected?

Personal data is shared with us by (prospective) clients, customers and suppliers, (prospective) employees, or by you yourself when you contact us.

Personal data may be collected in the following ways:

- I. by visiting the Batenburg Techniek websites and/or by entering or providing personal data on one of these websites;
- II. by providing personal data at or by leaving it with one of our branches or staff members, or when registering to use our services;



- III. your relationship with us in the course of our business operations. Examples of this include:
 - a. your registration for events and activities (in writing or via one of our websites);
 - b. your registration for marketing communications and/or recruitment activities and/or for inclusion in our customer database;
 - c. the conclusion of contracts in the course of our business operations or other commercial activities arising from your relationship with Batenburg Techniek as a customer, supplier, service provider or employee, such as (project) contracts, employment contracts, contracts for services, subscriptions or licences;
- IV. by using the online services and applications we provide, and;
- V. completing a job application form on www.werkenbijbatenburg.nl or one of our other websites as part of an application for a vacancy.

4. Which companies are part of Batenburg Techniek?

Batenburg Corporate

Batenburg Techniek N.V.

Batenburg Facilitair B.V.

Batenburg Shared Services B.V.

Industrial Automation Division

Batenburg AuteQ B.V.

Batenburg Beenen B.V.

Batenburg Bellt B.V.

Batenburg Bellt N.V. (Belgium)

Batenburg Bellt S.A.U. (Spain)

Batenburg Digit B.V.

Batenburg Magion B.V.

Batenburg Magion N.V. (Belgium)

Batenburg IAS B.V.

Batenburg JB Systems B.V.

Batenburg LC B.V.

Horticulture Division

Hoogendoorn Automatisering B.V.

Hoogendoorn America Inc. (Canada)

Hoogendoorn Asia Co. Ltd. (China)

Hoogendoorn Latin America S. de R.L. (Mexico)

Hoogendoorn USA Inc.

Innocom (IT) B.V.

LetsGrow.com B.V.

Manufacturing Industry Division

Batenburg Bevestigingstechniek B.V.

Batenburg Applied Technologies B.V.



Energy Solutions Division
Batenburg Installatietechnik B.V.
Batenburg Energietechnik B.V.

5. What personal data is collected, and for what purpose?

The following applies regarding the personal data we collect and the purpose for which it is collected.

I. Personal data obtained as a result of visiting the Batenburg Techniek websites and/or by entering or providing personal data on one of these websites:

Type of personal data	○ Contact details (such as first name, surname, company name, title, address, town or city, telephone number, email address); ○ Any additional personal details in the message left behind.
Purposes	○ Service and support purposes, to process your message; ○ Technical and statistical purposes, to improve the user experience on our websites; ○ Customer relationship management, marketing, customer administration.
Legal basis	○ To safeguard the legitimate interest in providing services to website users as efficiently as possible; ○ On the basis of your consent.

II. Personal data obtained by completing a form or leaving a form at one of our branches or with one of our staff members:

Type of personal data	○ Contact details (such as first name, surname, company name, title, address, town or city, telephone number, email address).
Purposes	○ Service and support purposes; ○ Customer relationship management, marketing, customer administration;
Legal basis	○ To safeguard the legitimate interest in being able to provide services to clients effectively and efficiently; ○ On the basis of your consent.



III. Personal data obtained in the course of our business operations and the supply of products and services:

Type of personal data	○ Contact details of the client or their legal representatives and/or other staff members (such as first name, surname, company name, title, address, place of residence, telephone number, email address); ○ Bank details.
Purposes	○ The execution of your order and the management of the resulting relationships; ○ Purchasing products and services from our suppliers; ○ Calculating or recording expense claims, making payments and collecting debts; ○ Customer relationship management, marketing, customer administration, service and support purposes and invoicing.
Legal basis	○ Performance of the contract with the client; ○ Complying with statutory (administrative) obligations; ○ To safeguard the legitimate interest in providing services to clients as efficiently as possible; ○ On the basis of your consent.

IV. Personal data obtained in the course of using our websites, online services and applications:

Type of personal data	○ Contact details of the client, or of individuals who use websites, online services and applications on the client's behalf (such as first name, surname, company name, title, address, place of residence, telephone number, email address); ○ Usernames and/or authentication details; ○ Bank details.
Purposes	○ The provision of the agreed online services and applications; ○ Creating and managing user accounts; ○ The performance of support, monitoring, security and maintenance activities; ○ Customer relationship management, marketing, customer administration and invoicing.
Legal basis	○ Performance of the contract with the client; ○ Complying with statutory (administrative) obligations; ○ To safeguard the legitimate interest in providing services to clients as efficiently as possible;



	○ Batenburg Techniek's legitimate interest in analysing, safeguarding and improving the functionality, security and user-friendliness of its services, ○ On the basis of your consent.
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V. Personal data obtained in the course of a job application:

Type of personal data	○ Applicant's details (such as first name, surname, gender, date of birth, telephone number, (email) address and information contained in the CV and on the LinkedIn page). ○ If the applicant has an account on the Working at Batenburg website: their username.
Purposes	○ Recruitment and selection; ○ The assessment of suitability for a post that has become, or may become, vacant; ○ Providing the applicant in question with information about other vacancies for which they might be eligible; ○ Internal audit and corporate security.
Legal basis	○ On the basis of your consent; ○ To safeguard Batenburg's legitimate interest in recruiting staff and in being able to implement an effective human resources policy.

VI. Personal data obtained in the course of supervision and security:

Type of personal data	○ Visual material in which a person concerned may be recognisable.
Purposes	○ Internal audit and monitoring of security in and around our premises.
Legal basis	○ The legitimate interest in safeguarding our premises, staff and visitors.

VII. Personal data obtained to comply with laws and regulations

Type of personal data	○ Personal data such as first name, surname, company name, title, address, place of residence, telephone number, email address, username and/or bank details.
Purposes	○ Processing of personal data to the extent that Batenburg Techniek is obliged to do so under the applicable laws and regulations.
Legal basis	○ Compliance with the relevant laws and regulations.



6. Retention periods

Batenburg Techniek will not retain your personal data for longer than is strictly necessary to fulfil the purposes described above for which your data is collected, unless we are required by law to retain your data for longer or if retaining it for longer is reasonably necessary for our business operations.

If you would like to know the purpose of processing and the retention period for a specific item of personal data, please contact us at privacy@batenburg.nl.

7. Disclosure of personal data

Batenburg Techniek will not disclose your personal data to third parties, unless this is necessary for the purposes set out in this Privacy and Cookie Statement, where required by law, or where you have given your consent. If we grant third parties access to personal data, we do so only if appropriate safeguards are in place to ensure that these third parties process the personal data solely in a manner and for purposes compatible with the purpose for which we obtained the personal data. In doing so, we ensure that the confidentiality and security measures required by law are complied with and that the processing is carried out in accordance with this Privacy and Cookie Statement. Where applicable, Batenburg Techniek has entered into contractual agreements with parties to whom it discloses your personal data (processing agreements).

We may disclose your personal data to recipients in countries outside the European Economic Area. If no adequacy decision by the European Commission applies to the country in question, we will ensure that the disclosure takes place on the basis of appropriate safeguards, such as the standard contractual clauses adopted by the European Commission, and we will take additional measures where necessary. Please do not hesitate to contact us if you would like further information about the appropriate safeguards in place for the disclosure of your personal data outside the European Economic Area, where applicable.

8. Use of cookies

The Batenburg Techniek websites use cookies. These are small files that are stored on the devices of users or visitors to our websites, for example, on a computer, mobile phone or tablet. Cookies can be used to collect or store information about a visit to the website or about the visitor to our website (or their device). The following categories of cookies may be used on our websites:

Necessary or essential cookies help to make a website more user-friendly by enabling basic functions such as page navigation and access to secure areas of the website. Without these cookies, the website cannot function properly. We are permitted to place these cookies without your consent.

Preference cookies enable a website to remember information that affects the website's behaviour and design, such as your preferred language or the region where you live. We will ask for your consent before placing these cookies.



Statistical cookies help website owners to understand how visitors use their website by collecting and reporting data. We will ask for your consent before placing these cookies.

Marketing cookies are used to track visitors as they browse different websites. Their aim is to display adverts that are tailored to and relevant for the individual user. We will also ask for your consent in this regard.

Our websites may also include buttons to promote (“like”) or share web pages on social networks such as Facebook. These buttons work using coding provided by the relevant social networks themselves. Cookies are placed using this coding. We have no influence over that. For further information on how social media platforms handle your (personal) data and process it via cookies, please refer to the privacy policies of the relevant social media platforms (which are subject to change from time to time).

When you visit our website for the first time, we display a pop-up explaining how cookies work. As soon as you click ‘allow’, you consent to the use of the cookie categories you have selected in the cookie notice, as further detailed in this Privacy and Cookie Statement.

You can disable cookies via your browser, but please bear in mind that our website may no longer function optimally. You can find further information on enabling, disabling and deleting cookies in the instructions and/or by using your browser’s ‘help’ function.

You can change your cookie preferences or withdraw your consent at any time via the ‘Cookies’ or ‘Cookie Preferences’ link at the bottom of our website.

9. Exercising rights

Under the GDPR, you have a number of statutory rights which you may exercise:

Right to information and access: You may request access to the personal data we process about you;

Right to rectification: If you believe that we are processing inaccurate personal data relating to you, you may request that it be corrected;

Right to be forgotten: You may request that we delete any personal data we process about you;

Right to restriction: You may request that the processing of your personal data be restricted if you believe that we are processing your personal data unlawfully or incorrectly;

Right to object: If you object to the processing of your personal data, we will cease such processing as soon as possible;

Right to portability: You may request that we transfer your personal data directly to another organisation, insofar as this is technically possible;

Withdrawal of consent: If you have given your consent to the processing of your personal data, you may withdraw that consent.



We may refuse to comply with the requests mentioned above if they are made with unreasonable frequency, require an unreasonably heavy technical burden, or have an unreasonably heavy technical impact on our systems or jeopardise the privacy of others. We may have to continue processing certain data for other purposes, such as for our administrative records or to fulfil our statutory obligations. In that case, we will explain why we are unable to comply with your request.

With regard to the erasure of personal data, we will comply with this requirement unless we have an overriding, legitimate interest in not erasing the personal data that outweighs your interest in privacy. Once we have deleted the personal data, for technical reasons we are unable to immediately remove all copies of the personal data from our systems and backup systems.

You can make the requests mentioned above or lodge the objection referred to by sending an email, including your name and contact details, to privacy@batenburg.nl. To ensure that we do not disclose information to the wrong person, we may ask for further details to verify your identity. You will receive a reply within one month of us receiving your request. In specific cases - for example, where a request is complex - this time limit may be extended by two months. Should such an extension be required, we will inform you no later than one month after receiving your request.

10. Security

Batenburg Techniek takes appropriate technical and organisational security measures to protect personal data against unauthorised or unlawful processing and against accidental loss, destruction, alteration, damage or disclosure. In doing so, we take into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing.

If, despite the security measures in place, a security incident does occur that is likely to pose a high risk to your rights and freedoms, we will inform you of the incident as soon as possible. In that case, we will also inform you of the measures we have taken to minimise the impact and/or prevent a recurrence in the future.

11. Use of an AI chatbot

Batenburg Techniek can make use of an AI-powered chatbot as part of its services. This chatbot helps to answer frequently asked questions, provide information and/or direct users to the relevant department or staff member. The chatbot uses artificial intelligence to understand messages and generate appropriate responses. Batenburg Techniek does not use the chatbot to make any automated decisions that have legal consequences or otherwise significantly affect the user. In the event of complex enquiries or upon request, a call may be transferred to a staff member.

If you have any questions about how the AI chatbot works and how data is processed within it, please contact privacy@batenburg.nl.



12. Links to third-party websites

Our websites, applications and online services may contain links to third-party websites or third-party plug-ins (applications). This Privacy and Cookie Statement does not apply to third-party websites or applications. Batenburg Techniek accepts no responsibility for these third-party websites or applications, or for the processing of personal data via these websites or applications.

13. Contact and complaints

If you have any questions regarding the use of your personal data, please contact us via privacy@batenburg.nl.

Of course, we'd also be happy to help if you have any complaints about the processing of your personal data. If you are not satisfied with the way in which Batenburg Techniek has dealt with your complaint regarding the processing of your personal data, you have the right to lodge a complaint with the relevant supervisory authority for the protection of personal data, the Dutch Data Protection Authority. To do so, please contact the Dutch Data Protection Authority via www.autoriteitpersoonsgegevens.nl.

14. Amendments

Batenburg Techniek reserves the right to amend this Privacy and Cookie Statement. The most recent version of this Privacy and Cookie Statement will always be available on the website www.batenburg.nl. In the event of substantial changes that may significantly affect one or more data subjects, we will endeavour to inform those data subjects directly.

*This Privacy and Cookies Statement was last updated in **October 2026**.*