

## Privacy statement

The website [www.apcoa.nl](http://www.apcoa.nl) and the associated internet services are made available to you by APCOA PARKING Nederland B.V. (hereinafter: APCOA PARKING), statutory seated in Rotterdam and registered in the commercial register of the Chamber of Commerce Province under number 24192999. With regard to the protection of your privacy, the following policy applies.

APCOA PARKING guarantees, as far as possible, the protection of the privacy of all visitors of the website . This means that we also require maximum cooperation from our partners in guarding personal data.

Below you can read which personal data we process, what we do with this personal data, within which legal framework that happens and what you can do if you still have questions.

### Processing of personal data

Within the context of our service, APCOA PARKING records data. In the most comprehensive case (subscribers) this concerns name, place of residence, address, telephone numbers, e-mail address, bank account number, license plate, number of subscription pass and whether your car is currently in or outside our parking garage.

APCOA PARKING uses this information for the execution of the relevant agreement, for its other services and occasionally to keep customers informed about (new) products and services of APCOA PARKING. Hereby APCOA PARKING tries to take your preferences into account.

If you do not appreciate information about (new) products and services, you can report this in writing to:

APCOA PARKING  
To the attention of Address registration  
Westblaak 88  
3012 KM Rotterdam

Or by e-mail to [info@apcoa.nl](mailto:info@apcoa.nl) mentioning "Address registration" in the subject line. We will then block your data for this.

### Deleting your data?

We store your data on a (secured) Secure Server. Do you want us to delete your data from our database? In this case you can also send an e-mail to [info@apcoa.nl](mailto:info@apcoa.nl) (to the attention of service department). Of course you can also let us know in writing. Our address is:

APCOA PARKING  
Dept. Customer service  
Westblaak 88  
3012 KM Rotterdam.

APCOA PARKING will comply with your request within 7 working days.

## Sound and vision recording in the car parks

All parking garages administered by APCOA PARKING are provided with cameras, which are used to support the operational process. The cameras are primarily directed on the entrances to the garage and on the present parking equipment. In the case of an intercom call, our dispatchers can look at the location via these camera systems and thereby have a better overview of the situation.

The camera images are stored temporarily and automatically overwritten within a week. In the event that a special situation occurs that justifies a profound investigation (collision, damage to property), the images can be secured and stored for the duration of the investigation.

The intercom calls are registered and the recordings are used for training purposes. After receiving a complaint from a customer, the sound fragment will be listened to. The sound recordings are deleted within a week.

## Google Analytics

This website uses Google Analytics, a web analytics service provided by Google Inc. Google Analytics uses 'cookies' (text files placed on your computer) to help the website analyse how users use the website. The information generated by the cookie about your use of the website (including your IP address) will be transferred to and stored by Google on servers in the United States. Google uses this information to keep track of how you use the website, to draw reports on website activity for website operators and to offer other services relating to website activity and internet usage. Google may provide this information to third parties if Google is legally obliged to do so, or if these third parties process the information on behalf of Google. Google will not combine your IP address with other data held by Google. You can refuse the use of cookies by choosing the applicable settings in your browser. However, we would like to indicate that, in that case, you may not be able to use all the possibilities of this website. By using this website you agree to the processing of the information by Google in the manner and for the purposes described above.

## Cookies

We make use of cookies on this website. A cookie is a simple small file that a website stores on your hard disk via the browser. Information is stored in a cookie. For example, using a cookie, we remember what you have done before on our website, so that you do not have to do this again on your next visit.

### Why do we use cookies?

To make the website function better.

To make the use of the website easier.

To measure whether or not visitors can easily find the desired information on our website.

### Which cookies do we use on this website?

*Permanent cookies* - By using permanent cookies we ensure that you do not have to carry out certain actions again. We recognize the preferences you have reported on a previous visit to our website. In that way you save time and the website is more comfortable to use. You can delete permanent cookies via the settings of your browser.

*Session cookies* - We set up session cookies during your visit and these are automatically deleted when you shut down the browser. We remember which parts you view during a visit and we adapt our services accordingly.

*Google Analytics cookies* - Through our website, cookies are placed by Google as part of the 'Analytics service'. We use this service to track visitor behaviour and to get reports on how visitors use our website. Based on that, we can then amend the website. It is not about remembering personal data, but about keeping track of your actions on the website.

*Social media cookies* - On our website you will find buttons by which you can promote our messages or web pages on social media. Think about 'liking' via Facebook or sending a 'tweet' via Twitter. These buttons work through pieces of code that origin from the social media platforms themselves. Cookies are placed via this code. We have no influence on that. The social media platforms state in their privacy statement what they do with your data via the cookies.

*Hotjar cookies* - Hotjar is used to measure the user experience / usability of our website and collects anonymous user information such as the pages visited and the type of device. In addition, Hotjar generates heat maps based on mouse movements and clicks from our website. However, Hotjar does not collect completed form fields or personal data. For detailed information, we refer to [Hotjar's privacy policy](#).

### **Enable, disable and delete cookies**

More information about enabling, disabling and deleting cookies can be found in the instructions and/or by using the help function of your browser.

More information about cookies can be found on the websites of [Cookierecht](#) and the [Consumentenbond](#).

## **Privacy policy other websites**

On [www.apcoa.nl](http://www.apcoa.nl) links are forwarded to other websites. However, we are not responsible for the privacy policies of these websites. For more information about this, we refer you to the concerning websites.

## **Right on access, correction or deletion**

You have the right to inspect, correct or remove your personal data. For that you can contact us via [info@apcoa.nl](mailto:info@apcoa.nl). To prevent abuse, we can ask you to identify yourself.

## **Do you have any questions about our privacy policy?**

Send an e-mail to [info@apcoa.nl](mailto:info@apcoa.nl). You can also use this e-mail address if you have questions about your data or if you want to change them. Our customer service is happy to be of service.

## **Alterations**

We reserve the right to change our privacy policy at all times. However, on this page you will always find the most recent version. Therefore, view our privacy policy on this website regularly.