

# Privacy Policy

2021

Koninklijke N.V. Texels Eigen Stoomboot Onderneming (TESO-bootdienst), located at Pontweg 1, 1797 SN Den Hoorn, The Netherlands, is responsible for the processing of personal data as described in this privacy policy.

At TESO we feel it is important to handle personal data of our travellers and business partners with great care. In this privacy policy we will outline how we collect, process and use your personal data. The privacy policy applies to all personal data we collect, when you travel with us, visit our website or contact us in any other way.

## Contact Details:

Koninklijke N.V. Texels Eigen Stoomboot Onderneming  
Pontweg 1  
1797 SN Den Hoorn/The Netherlands  
+31 222 36 96 00  
[info@teso.nl](mailto:info@teso.nl)

## Personal Data That We Process

TESO-bootdienst will process your personal data as soon as you use our services, as well as when you provide us with your personal data yourself: e.g. when you purchase an E-ticket; when you create an account on this website (MyTESO); when you correspond with us in writing or by phone; data on your activities on our website, internetbrowser and type of device used.

These are the personal data that we process:

- name and address details
- mail address
- phone number
- car license plate
- other personal data that was actively provided by you.

## Special Categories And Sensitive Personal Data That We Process

For some products, like share holder passes or pupil IDs, TESO-bootdienst will process your identity photograph to be placed on the TESO pass. With this pass you can identify yourself to get access to the ferry harbour in Den Helder and hence to the TESO ferries. TESO does not intend to collect data from website visitors below 16 years old, unless they have explicit permission from a parent or guardian. However, we are not able to check whether a visitor to our website is 16 years or older. Parents are therefore recommended to monitor their children's online activities in order to prevent data collection without parental permission. If you believe that we have collected personal data of a minor without permission, please contact us on [info@teso.nl](mailto:info@teso.nl). We will then remove the data.

## For Which Purpose And On Which Grounds Do We Collect Personal Data?

TESO-bootdienst will process personal data for two reasons:

- performance of an agreement;
- legitimate (business) interests.

TESO-bootdienst will process your personal data for the following purposes:

- for the performance of our services and the financial settlements of them, such as the purchase of our products.
- for (internal) analysis: process improvement, statistics (based on historical data).
- for processing and returning lost properties.

- for dealing with concerns and complaints regarding TESO and for evaluation and improvement of the quality of our services.
- to offer you the option of creating a TESO account.

### **Social Media**

TESO will provide relevant (travel) information on our website and on social media (such as Twitter). Occasionally TESO might record (personal) data, e.g. in case of customer service handling a concern or complaint. These data will be processed in accordance with this privacy policy. TESO-bootdienst cannot be held responsible for the content posted by other users on social media and for their way of dealing with personal data.

### **Cookies And Similar Techniques That We Use**

A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website.

TESO-bootdienst only uses technical and functional cookies that do not infringe your privacy. The cookies we use are necessary to ensure correct operation of the TESO website and hence for your convenience. These cookies make sure that the website functions properly and will remember your preferred settings. They also help us optimize our website. Google Analytics, Hotjar and Google Optimize are used for the purpose of measuring and improving the quality and effectiveness of the website. IP-addresses are anonymized and all data is treated in accordance with this privacy policy. You can disable cookies by selecting the appropriate settings in your internet browser. Furthermore, you can delete all stored data from your browser by selecting the appropriate settings.

### **Period Of Retention Of Data**

TESO-bootdienst will not store your personal data longer than necessary in order to achieve the purpose that your data should serve and never longer than permitted by law. How long certain data will be stored depends on the nature of the data and on the purpose for which they will be used.

### **Access To Data, Rectification And Deletion**

You are entitled to have access to your personal data and to have them rectified or deleted. Furthermore, you have the right to withdraw your permission for the processing of data and to object to the processing of your personal data by TESO-bootdienst. You also have the right to data portability. You can submit a request with us to send the personal data that we stored in a computer file to you or to another organisation named by you.

You can submit a request for access, rectification, deletion, data portability of your personal data or a request to withdraw your permission or objection to the processing of your personal data to [info@teso.nl](mailto:info@teso.nl).

In order to make sure that the request for access was indeed submitted by you we kindly ask you to include a copy of your proof of identity with your request. On this copy please delete the MRZ (machine readable zone, the bar with numbers at the bottom of the passport), your passport number and your social security number with a black pen in order to protect your privacy. We will respond to your request as soon as possible and no later than four weeks after receipt of your request.

TESO-bootdienst would also like to point out to you that you can submit a complaint with the national supervisory authority, the Dutch "Autoriteit Persoonsgegevens". You can submit your complaint following this link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

### **How We Protect Personal Data**

TESO shall take appropriate measures to prevent abuse, loss, unauthorised access, unauthorised disclosure and unauthorised changes of personal data. If you fear your personal data have not been

secured or if you notice any evidence of data abuse, please contact our customer service or contact us on [info@teso.nl](mailto:info@teso.nl)

TESO will not sell your data to third parties and will only provide your data if necessary for performing our contract with you or in order to meet a legal requirement. In order to ensure the same level of security and confidentiality of your data, we sign an agreement with companies who process your data on our behalf. TESO remains responsible for the processing of data.

### **Contact**

Should you have any questions or concerns regarding this privacy policy or complaints about how TESO processes personal data, please contact us on:

Phone Number: +31 222 36 96 00

E-Mail: [info@teso.nl](mailto:info@teso.nl)