

# Privacy Policy



We are aware of the fact that you have confidence in us. We therefore see it as our responsibility to protect your privacy. In this document we will explain what information we collect when you use our website, why we collect this information and how we improve your user experience. This way you understand exactly how we work.

This privacy policy applies to the services of SPACETOURS Noordwijk. You should be aware that SPACETOURS Noordwijk is not responsible for the privacy policy of other sites and sources. By using this website you agree to accept the privacy policy.

SPACETOURS Noordwijk respects the privacy of all users of its site and ensures that the personal information you provide is treated confidentially.

## **1. Personal data that we process**

SPACETOURS Noordwijk processes your personal data by using our services and / or by providing it to us yourself.

Below is an overview of the personal data we process:

- First and last name
- Sex
- Address details (organisation)
- Phone number
- E-mail address
- Information about your group and motivation for a visit to ESA ESTEC
- Bank account number

## **2. For what purpose and on what basis we process personal data**

SPACETOURS Noordwijk processes your personal data for the following purposes:

- To process an application for a visit to ESA ESTEC in Noordwijk.
- Have ESA ESTEC Security verify whether visitors have an authentic and valid ID document.
- To be able to call or e-mail you if necessary for planning and execution of a visit.
- Making a programme for the visit to ESA ESTEC.
- Handling your payment.
- SPACETOURS Noordwijk also processes personal data if we are legally obliged to do so, such as data that we need for our tax return.

## **3. Automated decision-making**

SPACETOURS Noordwijk does not take decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions that are taken by computer programs or systems, without the involvement of a person (for example an employee of SPACETOURS Noordwijk). SPACETOURS Noordwijk uses the following computer programs or systems:

- Microsoft Excel: for tracking visits, planning, etc.
- Microsoft Word: for creating programmes for the visits.

## **4. Cookies**

We collect data for research in order to gain a better insight into our customers, so that we can tailor our services accordingly.

This website uses "cookies" (text files placed on your computer) to help the website analyze how users use the site. The information generated by the cookie about your use of the website can be transferred to secure servers or those of a third party. We use this information to keep track of how you use the website, to compile reports on website activity and to offer other services relating to website activity and internet usage.

Most browsers are set to accept cookies by default, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some features and services on our and other websites may not function properly if cookies are disabled in your browser.

## **5. How long we store data**

5.1. SPACETOORS Noordwijk does not store your personal data longer than is strictly necessary to realise the purposes for which your data is collected. We use the following retention periods for the data mentioned under "**1. Personal data that we process**":

5.2. All data mentioned under 1. are stored for five years in connection with the overview of visits from groups that have previously been with the same or different groups.

## **6. Sharing personal data with third parties**

SPACETOORS Noordwijk does not sell your information to third parties and only provides it if this is necessary for the execution of our agreement with you or to comply with a legal obligation. With companies that process your data in our assignment, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. SPACETOORS Noordwijk remains responsible for these processing operations. In this regard, third parties are ESA ESTEC Security that checks the identity of each on-site visitor and banks for payment processing.

## **7. View, modify or delete data**

If desired, we offer all visitors the opportunity to view, change, or delete all personal information that has been provided to us. You can contact us for this.

You can send a request for inspection, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [info@spacetoursnoordwijk.com](mailto:info@spacetoursnoordwijk.com).

## **8. Changes**

This privacy statement is tailored to the use of and the possibilities on this website. Any changes and / or changes to this site may lead to changes to this privacy statement. It is therefore advisable to consult this privacy statement on a regular basis.

## **9. How we protect personal data**

SPACETOORS Noordwijk takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of abuse, please contact us.

## **10. Contact**

SPACETOORS Noordwijk

E: [info@spacetoursnoordwijk.com](mailto:info@spacetoursnoordwijk.com)

W: [www.spacetoursnoordwijk.com](http://www.spacetoursnoordwijk.com)

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