

Privacy statement

In this privacy statement you can read which personal data Expectations Management possesses and what we do with it.

When do we collect personal data?

- When you make use of our product, the Expectations Monitor
- When you communicate with us, in writing, by phone, through social media or through our website.
- When you subscribe to our newsletter.
- When you read our newsletter.
- When we collect personal information from other legitimate sources, such as external data collectors, public sources or social networks. We use this data only if you have consented to these sources sharing personal data with others.

Why do we collect personal data?

We collect personal data mainly for relationship management purposes and for the correct functioning of our product, the Expectations Monitor.

We can use this data for the following purposes:

- The correct functioning of our product, the Expectations Monitor.
- To send you information about the product you buy from us.
- To send you the requested marketing communication. This can include information about our products and services, events, activities and product promotions.
- Conduct direct sales activities if a legitimate and mutual interest has been established.
- To respond to an Expectations contact or web form that you completed and submitted.
- To follow up on incoming requests (customer support, emails or phone calls).
- To fulfil contact obligations such as an order confirmation, invoice, and the like.
- To send an alert in the event of a failure in our services.
- To process a job application.

Type of data

Expectations Management BV has names of companies, names of contact persons and internal employees as well as e-mail addresses of these people.

We may also collect feedback, comments and questions that we have received from you through service-related communication and activities, such as meetings, telephone calls, documents and emails. We can also collect IP addresses via our website and newsletters, and collect activities undertaken on the websites and newsletters.

Retention period

We keep personal data for as long as is necessary for the purpose for which it was originally collected, and taking into account the correct functioning of our product, the Expectations Monitor. This means that we will keep the personal data for a reasonable length of time after a final interaction with us or our product.

Privacy measures

Expectations Management has taken measures to minimise the traceability of users of Expectations Monitor. We do this by protecting access to the data by means of password authentication (a personal password that must be changed by the user on a regular basis).

Providing personal data to other parties

We will not share, sell, rent or trade your information with any third party whatsoever without your permission.

Your privacy rights

You have the right to inspect your personal data and the right to request that your personal data be corrected or deleted. You can also object to the use of your personal data via the contact details below:

Expectations Management BV

Pr. Mauritsstraat 30

7031 XZ Wehl

mvb@expectations.nl