

Privacy Policy

This policy covers how we use your personal information. We take your privacy seriously and will take all measures to protect your personal information. NForce Entertainment BV (NE), has developed this Privacy Policy in order to safeguard the Customer's personal information and to protect the confidentiality thereof.

1. Compliance with applicable law
NE will protect customer's privacy in compliance with the laws of The Netherlands.
2. No liability for unauthorized disclosure
While NE will do all things reasonably necessary to protect the Customer's rights of privacy whilst on the NE website, NE cannot accept any liability whatsoever for unauthorized or unlawful disclosure of the customer's personal and confidential information made by third parties who are not subject to the control of NE.
3. Personal information
For purposes of this Privacy Policy, "personal information means the Customer's name, surname, address, e-mail address, telephone number, cellphone number, ID number, physical address, company name, contact ID number, credit card or banking details."
4. Consent to collection
By accepting the NE policies, the customer consents to NE collection of personal information on an ongoing basis for the continued duration of the customer's relationship with NE, subject to the limitations set out in this Privacy Policy.
5. Types of personal information collected
NE collects personal information when a customer submits an application form to make use of NE services. If you choose to pay for the services you order from NE by way of debit order, NE will request your banking details to include in the periodic debit order transactions. NE also collects personal information for purposes of improving its service offering and for purposes of increasing service efficiency.

For a list of information collected, please check the documents "GDPR - Customer details" and "GDPR - Third party details" which are published on our public legal page.

6. Customer data
The Customer Data collected by NE is used solely in connection with granting you access to the website and for purposes of monitoring the customer's use of the website so as to limit or prevent breaches of security. NE may also use information collected for research regarding the effectiveness of the website of NE and related marketing and advertising efforts. Electronic communications will be sent by NE using the customer's personal contact information to inform him of new products, important industry news or about general services provided by NE. NE adheres strictly to permission-based email standards and as such all promotional emails that are sent will have an option to unsubscribe. Unsubscribe requests are fulfilled within minutes and no further communication will be sent to the customer.

Privacy policies advertising partners:

- Google AdWords: <http://www.google.com/intl/en/policies/privacy>
- AdRoll: <https://www.adrollgroup.com/privacy>

7. Service announcements

In order for NE to fulfill its service obligations it is necessary to send out strictly service related announcements. For instance, NE will send an email to relevant customers if NE anticipates a service interruption as a result of system maintenance. Generally, customers may not opt-out of these communications. These communications are not promotional in nature.

8. Disclosure of personal information

Subject to your right to withdraw your consent in certain instances, you agree that we may obtain your personal information and use it, for certain specified purposes, including for, NE marketing and contract administration as well as to enable us to collect your debit order payment. We will also provide personal information to law enforcement authorities in response to subpoenas and other lawful requirements where we believe that the disclosure of such personal information is necessary to identify, contact or institute legal proceedings against third parties who jeopardize the provision and rendering of the services by NE.

Information collected from Customers may be disclosed to independent contractors and business partners, including NE payment processors and mail marketing service provider, provided that they (i) have agreed to hold this information in confidence, (ii) do not use it for any purpose other than carrying out the service they are providing for NE, and (iii) observe NE information handling procedures.

9. Retention of Personal Information

All personal information will only be retained for as long as it is necessary. After 12 months of non-activity, you may request that your details will be removed from our system. All information that is legally required to be kept for a certain period as well as information classified as required for our regular business operations, are excluded and might not be removed on your request. Our administration such as invoices will be kept for the legal required period.

For a list of retention periods, please check the documents “GDPR - Customer details” and “GDPR - Third party details” which are published on our public legal page.

10. Accurate and up to date

NE will use its best endeavors to keep the personal information it collects as accurate, complete and up to date as is necessary, and NE shall, from time to time, request the customer to update its personal information. You are able to review or update any personally identifiable information that we hold on you by accessing your account via our so-called self service center (SSC) or by e-mailing us. Please note that in order to better protect you and safeguard your personal information, we do take steps to verify your identity before granting you access to your account or making any corrections to your personal information.

11. Security

NE uses encryption, firewalls and other security technology and procedures to help protect the confidentiality of your personal information and prevent unauthorized access or improper use thereof. All personal information is securely stored in NE databases.

12. GDPR

12.1. Right to Access

In accordance with the GDPR, on your request NE can 1) provide a personalized list of which type of personal data is collected and for what purpose; 2) provide a list and/or copy of your personal data that is collected.

12.2. Right to be Forgotten

In accordance with the GDPR, on your request NE can execute your right “to be forgotten” in NE systems. All your personal data that is not relevant for either 1) legal purposes, 2) tax purposes or 3) properly operating and protecting NE, will be deleted from NE current active databases.

12.3. Data Portability

In accordance with the GDPR, on your request NE can provide you with a copy of your personal data, which you can then use to port this to another provider.

12.4. Requests

Initial request is free of charge, for each additional request there is a one-time fee of €75 applicable. Requests can be send to security.bo@nforce.com, we do our utmost best to respond as soon as possible - we expect to handle each request within approximately one month, this depends on the amount of requests.