Privacy Statement

Version: 4.1
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IXON takes the protection of your privacy very seriously and wants to be transparent regarding how your personal data is collected, processed and shared by us. The personal data that is collected through our services is processed in accordance with the applicable privacy regulations.

This Privacy Statement describes your rights and obligations with regard to two use cases:

- the processing of personal data when visiting our website(s): https://www.ixon.cloud, https://developer.ixon.cloud, https://portal.ixon.cloud, https://roadmap.ixon.cloud, https://support.ixon.cloud and https://careers.ixon.cloud/ and
- the processing of personal data when we process quotes, questions and orders.

What data do we collect and how will we use it?

We only collect, store and use personal data that is directly provided by you (for example via our contact form), or personal data of which it is clear that it is being provided to us in order to process it. We will not use your personal data for any other goals, unless you have given us permission to do so or if we are legally obliged or allowed to do so.

Depending on how you use our website or the request you made to us, different types of data may be processed by us. For example:

- first and last name;
- address information;
- email address;
- telephone number;
- payment information;
- IP address.

We process your personal data for the following purposes:

- to grant access to our websites;
- to use the different features of our website;
- to contact you for answering your question(s);
- to process your orders;
- to discuss and provide quotes to you;
- to introduce relevant news, products and services; only if you give us permission to;
- to gain insight in the use of our website;
- to improve and evaluate our website and services.

If you apply for a job through https://careers.ixon.cloud/ or otherwise, the following personal data may also be recorded, for the purpose of considering your application and contacting you:

- first name;
- last name;
- address;
- email address;
- phone number;

- photo;
- CV or resume;
- cover letter.

If you make use of SMS two-factor authentication (2FA) in the IXON Cloud portal, the following applies:

- We collect mobile phone numbers solely for the purpose of transmitting one-time passcodes (OTP) and two-factor authentication (2FA) security codes to verify user identity and protect account access.
- No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with or sold to any third parties.

How do we collect your data?

IXON collects your personal data when you:

- visit our website(s): www.ixon.cloud, developer.ixon.cloud, portal.ixon.cloud, roadmap.ixon.cloud, support.ixon.cloud, and careers.ixon.cloud;
- directly provide your personal data to us (for example, via our contact form, quote form or email);
- place an order with us.

How do we store your data?

Generally speaking, your personal data is only stored in countries within the European Economic Area (EEA). Your data is stored utilising appropriate security systems and encrypted connections to protect your personal data against loss or any form of unlawful processing. More information about how we secure your personal data and our platform in general can be found here.

IXON may only share your personal data with third parties if this is permitted by current legislation. We may share your personal data with third parties for the following purposes:

- we contracted them to process certain data;
- it is required for delivering our services to you;
- we are required to do so by law.

The parties that process your personal data on our behalf are:

- fulfilment partners;
- shipping partners;
- enterprise resource planning software providers;
- SMS and messaging service providers;
- IT service providers.

To be able to provide our services, IXON may provide your personal data to parties outside the EEA. We will only do so if the party in question has suitable and adequate security controls in place to protect your data.

We will not store your personal data longer than necessary in order to achieve the purposes as described within this Privacy Statement. The personal data you provide to IXON for job application purposes will be retained by IXON for a period of 4 weeks after the end of the application process (to be able to approach the other candidates in the event of unexpected dismissal during the probationary period). If you have given your consent, the data will be deleted 1 year after the end of the application process. When you're hired, the required data will become part of your personnel file.

What are your rights?

You have the right to ask IXON to provide access to information on and access to, rectification, erasure and restriction of your personal data, as well as the right to object to the processing and the right to data portability. Please contact us for exercising your rights using our contact details below. If you do not agree with how we are handling your personal data, you can always request further clarification from our Privacy Officer via privacy@ixon.cloud.

If you feel that your problem has not been effectively resolved, you can contact the Dutch Data Protection Authority: www.autoriteitpersoonsgegevens.nl/en

Newsletter

If you have signed up for any of our newsletters, you will find the option to unsubscribe from (some or all) communications from IXON at the bottom of every email. You're entitled to unsubscribe at any time.

Cookies

More information about our Cookies can be found in our Cookie Statement.

Websites of third parties

This Privacy Statement is not applicable to websites of third parties that are connected with our website, via links. We cannot guarantee that these third parties handle your personal data in a reliable and safe way. Therefore, we suggest you read the privacy statements of these websites before using the website.

Adjustments to this Privacy Statement

We reserve the right to adjust this Privacy Statement. Adjustments will be published on this website. It is recommended to consult this Privacy Statement frequently, so that you are aware of any adjustments.

Contact details

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