TOP GROUP
International B.V.

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Privacy Policy

This Privacy Statement explains how Top Group International B.V. ("TGI.") "we," "us," or "our") collects, uses, and discloses your personal information in connection with its operation of the Top Group International's forwarding, logistics and warehousing activities.

What information do we collect?

Personal information is information that can be used to directly or indirectly identify you. Personal information also includes anonymous information that is linked to information that can be used to directly or indirectly identify you. Personal information does not include information that has been irreversibly anonymized or aggregated so that it can no longer enable us, whether in combination with other information or otherwise, to identify you.
We will only collect and use personal information which is necessary to comply with our legal obligations and to assist us to administer our business and provide you with the services you request. We collect information from you when you request a service which requires such information to complete the services legally and rightfully.
When you request a service from us, as appropriate, you may be asked to enter the following information: your name, e-mail address, mailing address and phone number. You may, however, also visit our site anonymously.

What do we use your information for?

We use the information you provide to us for the specific purposes for which you provide the information, as stated at the time of collection, and as otherwise permitted by law. The information we collect from you may be used in the following ways:

1. To personalize your experience (your information helps us to better respond to your individual needs)
2. To perform a customs clearance exercise as required by the customs and the law.
3. To pick up and/or deliver (a) parcels / cargos / goods as requested by the principle who places an order of service with us.
4. To process transactions including executing your payments and delivering the purchased products or services requested. To administer a contest, special promotion, survey, activity or other site feature
5. To send periodic emails. The email address you provide for order processing, may be used to send you important information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

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Legal Basis for the Processing of Personal Information

Our processing of your personal information will be based on the following: To the extent for the processing of your personal information such processing will be lawful pursuant to Article 6(1) of the General Data Protection Regulation (EU) 2016/679 ("GDPR").

- If the processing of your personal information is given by your consent for one or more specific purposes, such processing will be based on GDPR Article 6(1)(a)lit.
- Where the processing of your personal information is necessary for the performance of a contract between you and us or between us and our designated transporter / carrier or for taking contractual steps upon your request, such processing will be based on GDPR Article 6(1)(b)lit.
- Where the processing is necessary for us to comply with a legal obligation, we will process your personal information on basis of GDPR Article 6(1)(c)lit.
- Where the processing is necessary for the purposes of protecting vital interests the data subject or of another natural person, such processing will be made in accordance with GDPR Article 6(1)(d)lit.
- Where the processing is necessary for the performance of task carried out in the public interest, we will process your personal information on basis of GDPR Article 6(1)(e)lit.
- Where the processing is necessary for the purposes of the legitimate interest, we will process your personal information on basis of GDPR Article 6(1)(f)lit.
- Please note that where you have given your consent to the processing of your personal information you may withdraw your consent, for example by sending an e-mail to customs@topgroup.nl; gfr-adm@topgroup.nl at any time which withdrawal will not affect the lawfulness of any processing previously made on basis of your consent.

Your rights

We take reasonable steps to ensure that your personal information is accurate, complete, and up to date. You have the right to advise us to correct, or delete the personal information that we collect. You are also entitled to restrict or object, at any time, to the further processing of your personal information in writing. You have the right to receive your personal information in a structured and standard format and, where technically feasible, the right to have your personal information transmitted directly to a third party. You may lodge a complaint with the competent data protection authority regarding the processing of your personal information.
To protect the privacy and the security of your personal information, we may request information from you to enable us to confirm your identity and right to access such information, as well as to search for and provide you with the personal information we maintain. There are instances where applicable laws or regulatory requirements allow or require us to refuse to provide or delete some or all of the personal information that we maintain.
You may send us an e-mail to customs@topgroup.nl; gfr-adm@topgroup.nl to exercise your rights. We will respond to your request in a reasonable timeframe. We will take all reasonable steps to ensure that your personal data is correct and up to date.

Cookies

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In the event that we utilize cookies on our websites, you can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

How do we protect your information?

You are responsible for your own data which you have provided to us. You must inform us in writing of any update or change of your data provided in accordance with the service that we provide to you per your request.
That said, we will not pass on your personal data further than necessary whereby data is only used for the purpose of customs related and transport related activities such as performing a customs clearance; limited Fiscal Representation, courier delivery or transportation of your cargo, goods or parcel. As such, your data will only be provided to those in relation with the abovementioned activities, though not limited, whereby data will also be protected by the vendors in relation to the abovementioned, such as customs brokers, courier company or transportation company who are all bound by the same GDPR act and these service providers are however not permitted to use the information collected on our behalf except to help us directly in relation with the services requested and your data will not be stored on our servers longer than necessary to process your requested service with exception for repeated performance of the requested services.
Our servers and website are security scanned and fully verified externally by Panda Anti-Virus software on regularly basis to protect you online.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personal information. This does not include trusted third parties who assist us in operating our service, conducting our business, executing payments, delivering purchased products or services, sending you information or updates or otherwise servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.
However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

How long do we retain your information?

We will retain your personal information for as long as it is necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by tax, accounting or other applicable laws.

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Terms and Conditions

All forwarding activities are subject to the Dutch Forwarding Conditions (Fenex), and all logistics activities are subject to the Physical Distribution Condition (PDC) filed with registry of the courts of justices in Rotterdam, Breda or Amsterdam, latest version and the CMR Conditions formulated in the CMR Convention signed in Geneva. These conditions will be sent to you upon request.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on our website, and/or update the Privacy Policy modification date below.

Contact Us

If you would like to exercise one of your rights as set out above, or if you have a question or a complaint about this policy, the way your personal information is processed, please contact us via e-mail: customs@topgroup.nl; gfr-adm@topgroup.nl

Yours Sincerely,

Management Team
Top Group International B.V.

Acknowledgement and Acceptance

We,
accepts the terms and conditions set out in Top Group International B.V. Privacy Policy and agree that they shall form part of any agreement between us now and in the future.

Signed: _____

On Behalf of _____

Date _____