

PRIVACY STATEMENT

Duppal complies with the European Union's General Data Protection Regulation (GDPR). Accordingly, for all processing activities we are required to inform you under which basis we handle personal data.

This Privacy Policy is to inform you about how and when we process your personal data, online and offline. Personal data means any information relating to you that can be used to identify, contact, or locate you as an individual. Please read this Privacy Policy carefully to have a clear understanding of how we collect, use, protect or otherwise handle personal data on all our services.

1. Who we are and what we do

Duppal is a private company with limited liability (B.V.), that provides collaboration solutions as a reseller or in a consultancy role. Duppal cooperates with multiple vendors around the world to provide its services to customers nationally and internationally.

Contact information

Duppal B.V.

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2. What personal data do we process

We may collect, process and use the following personal data from users, customers and visitors of our website who ask for information by filling in the form on our website, or ask for a quotation by e-mail or telephone, or want to try or buy licenses, which data includes but is not limited to:

In general: name, function, address, phone number, email address; Cloud services related, in general: name, address, phone number, email address, conferencing address (SIP format); and cloud related more specific: call details: start- and end time, duration, conference participants, device used, technical quality of the conference.

3. For what purposes do we process your personal data

Duppal operates a wide variety of services and processes personal data for the following activities:

- Onboarding; Duppal registers users of the website and users of the services it provides;
- Helpdesk support; Duppal supports users of its services to register and/or provide support in case of questions & problems;
- Meeting analytics; Duppal makes analyses of meeting data in order to advise customers on possible improvements to the set-up of its collaboration environment;

- Training; Duppal trains the users of our collaboration cloud services.

Duppal strives to minimize the collection and use of personal data to those data required for the specific services. When you visit our website or use our services, we may collect a variety of information. Via the contact form on our website, you provide information yourself. We ask you for your explicit consent to store your data, so we can contact you by e-mail. Via cookies we record your interactions with our website and services. We use these data to operate and deliver our business effectively, including personalization, to help us to improve our services and to send communications relevant to our users, as well as promotional communications if relevant.

The processing of personal data by Duppal takes place in the manner described above and is necessary for the performance of an agreement with our customers, to comply with a legal obligation, for the representation of legitimate interests, or is based on given consent. Given permission can always be withdrawn.

4. Who do we share your personal data with?

Duppal does not share your personal data with third parties unless this is necessary for the provision of services (i.e. for delivering of services, storage of data), or if Duppal is legally obliged to do so.

In order to deliver our services, we may sometimes share data with other parties to deliver the best experience possible for you. Duppal works with: Cisco (www.cisco.com), Videxio (www.pexip.com) and Zoom (www.zoom.us). These companies have their own privacy policy and we advise you to check their website and read their privacy policies.

If these partners act as Processor for us, we are the Controller of the data, and they are contractually bound with a Processing agreement, in order to ensure that your personal data benefits from the same levels of protection as they have when handled directly by us. If Duppal acts as a Processor, a Processing agreement is also in place, and also if necessary to work with a sub-Processor, for example to perform onboarding and helpdesk activities.

We may share data with third-party services providers, companies who provide essential services for delivering our services to our customers. This might include services for information processing, payment processing, credit checks, fulfilling customer orders, providing customer services, managing customer data. Some of these companies operate and store data outside the EU. If we use these third-party service providers, we have checked to make sure that they comply with the GDPR. In the case of transfers of personal data to third parties that are located in a country that is not subject to an adequacy decision by the European Commission, Duppal will only transfer personal data to third parties provided that there are contractual arrangements with them to ensure that processing of personal data is consistent with the obligations set out in the GDPR.

5. Safety and Storage

Duppal has taken appropriate security measures to limit abuse of and unauthorized access. Personal data are stored in a secure environment, access to this is protected and only authorized persons have access, following our Security Policy.

Duppal has appointed a reasonably limited number of persons charged with the processing of Personal Data and authorized to access the Personal Data. These persons will be explicitly entitled only to perform the operations necessary to fulfil the obligations of customer agreements. Duppal has a role-based access structure in place, which means that access accounts are created per role. This allows Duppal to limit the access to critical (customer) data.

Storage

Duppal does not store personal data longer than necessary. This means that it is required for as long as necessary to provide the requested services, unless data is legally required to be kept longer. Duppal will delete personal data that is no longer required in an appropriate and secure manner.

Duppal keeps customer records for a period identical to the contract period agreed with its customers. For contract & financial data, the following exceptions apply:

- Contract data: will be deleted two years after contract termination;
- Support tickets: will be stored up to two years after closing the ticket;
- Financial data: will be deleted five years after contract termination;
- Customer tax data: will be deleted seven years after contract termination.

Customer data will only be stored at Duppal storage facilities. For Onboarding and Helpdesk Support activities the portals of the Duppal service providers are used. Customer data are securely stored in one of their datacenters. For Meeting Analytics activities customer data are stored at Microsoft OneDrive.

6. Your rights: View, correct or delete personal data

You may at any time request access to, rectification of, or if necessary, deletion of personal data, with the exception of the data Duppal would have a legal obligation to keep, by sending a written request (if applicable: accompanied by a valid proof of ID) to info@duppal.com.

If you want to know which personal data Duppal has processed, you can send an email to info@duppal.com with a request. We strive to respond to these requests within four weeks.

If the personal data are incorrect, incomplete, irrelevant for the purposes for which they are processed or otherwise in breach of the GDPR or other legislation send an email to info@duppal.com with a request for correction.

7. Complaints

In the event of a complaint about the processing of personal data by Duppal, you can contact us at the address, telephone number or e-mail address mentioned above. If we do not resolve the complaint satisfactory, there is always the possibility to submit a complaint to the Dutch Data Protection Authority (www.autoriteitpersoonsgegevens.nl).

8. Updates

Duppal reserves the right to amend the terms of his privacy statement / privacy policy. The amended policy will be posted on our website. Therefore, check our website from time to time.

Last update: October 18th, 2022.