



Port of Rotterdam Authority

Rotterdam, February 2025

This privacy statement applies to visitors to the Portlantis port experience centre, users of the Portlantis reservation and booking system, potential clients, consultants, cooperative partners, contract partners, intermediaries and stakeholders (hereinafter: 'Data Subject') in relation to Port of Rotterdam Authority ('PoR') in the context of Portlantis. Portlantis is the PoR's port experience centre on Maasvlakte 2 for business events, educational visits and organised group visits. Further information about Portlantis can be found on the website www.portofrotterdam.com.

This privacy statement is intended to inform you about the processing of personal data by all relevant departments of PoR. PoR is the data controller as referred to in the General Data Protection Regulation ("GDPR").

This specific privacy statement should be read in combination with our [general privacy statement](#).

Contact details

Havenbedrijf Rotterdam N.V.

Wilhelminakade 909

3072 AP Rotterdam

Data Protection Officer

Name: **C. D. Q. Hakvoort**

Email: FG@portofrotterdam.com

Do you have any questions or would you like to exercise one of your individual rights? Then contact us via the general GDPR mailbox

AVG@portofrotterdam.com

1. Introduction

Your privacy as a Data Subject is important to us. We handle the data you have provided us with care, and we comply with the applicable laws and regulations concerning your privacy.

This privacy statement explains all about how your personal data is collected in the context of Portlantis and how we handle this at PoR. Additionally, it also outlines all your rights with regard to your data and how you can exercise those rights.

2. Processing Personal Data

In the context of Portlantis, our relevant departments may process the following data about you:

- Initial(s), first name and last name;
- Address and postcode;
- Gender;
- Email address(es) and telephone number(s);
- Your organisation's name and Chamber of Commerce no.;
- Organisation and department;
- Account number;
- IP address;
- Camera images;

Under certain circumstances and to the extent permitted by law, PoR processes your criminal records data.

3. Data Collection Purposes

The aforementioned personal data, or specific data from it, will only be used for the following purposes:

- Settling your purchase of products or delivery of services;
- Entering into and managing agreements with you;
- Improving PoR products and/or services;
- Managing relationships and marketing, such as maintaining and promoting contact with existing and future clients;
- Customer service;
- Invoicing;
- Debtor management;
- Internal and external audits;
- The development, implementation and analysis of market research, market strategies and customer satisfaction surveys;
- Maintaining the health and safety of the Port Industrial Complex, local residents and employees of PoR;

- Compliance with legislation and regulations, including compliance with guidelines based on legislation and regulations, such as disputes and defence against third-party claims.

4. Legal Principles

The departments involved will only process your personal data if there is a legal basis for doing so. An explanation of these principles is provided below.

Implementation of the agreement

PoR processes your data for the purpose of entering into and executing a contract with you.

Legitimate interest

In some cases, the processing of your personal data is necessary for the representation of the legitimate interests of PoR or a third party (such as maintaining contact with clients), unless these interests must give way to the higher interest of the fundamental rights and freedoms of the Data Subject.

Compliance with legal obligations

PoR processes your personal data in order to fulfil a legal obligation incumbent upon PoR.

Consent

In the case of customer satisfaction surveys, we may process your data if you have given your consent. If we process personal data on the basis of this consent, you have the right to withdraw your consent at any time. This can be done by using the opt-out function offered via the digital newsletter if you have subscribed to it, or by submitting the online form 'request regarding personal data' on the website www.portofrotterdam.com/privacy. The withdrawal of your consent does not affect the legal validity of the processing prior to its withdrawal.

5. Consequences of not providing personal data

As a Data Subject, you are not obliged to provide personal data. However, if you do not provide us with any or sufficient personal data, it is possible that we will be unable to carry out our work in the context of Portlantis.

6. Data Retention Periods

PoR retains your personal data only for as long as it is strictly necessary for the purpose for which it was collected.

Personal data necessary for entering into or implementing agreements is retained for the entire duration of the contract and is deleted five years after termination of the contractual relationship or the last recorded customer contact.

Personal data necessary for the screening of (potential) clients will be stored for a maximum of one year after the screening has been completed.

7. Sharing Personal Data

Personal data is shared only with the following third parties for the purposes mentioned above:

- Service providers and/or subcontractors of PoR;
- Participations of PoR, if necessary for customer management;
- Authorised representatives;
- Government agencies, regulatory authorities, supervisors and the Tax Authority, if necessary to comply with an obligation under the laws and regulations which PoR is required to observe.

PoR has implemented appropriate organisational, contractual and legal measures with these parties, including entering into data processing agreements with processors. These measures ensure that personal data is processed securely and in compliance with the GDPR.

8. Transfer of personal data outside the European Union

If it is necessary for PoR to inspect the data, it is possible that (some of) your personal data may be transferred to a country outside the European Economic Area (EEA). If we share personal data with countries outside the EEA, we always ensure that appropriate safeguards are in place to protect the data.

9. Data Subject Rights

Under the General Data Protection Regulation, you have the following rights as a data subject;

- The right to access your personal data and obtain a copy;
- The right to correct inaccuracies in your personal data;
- The right to request deletion of your personal data;
- The right to restrict the processing of your personal data;
- The right to object to the processing of your personal data;
- The right to transferability of your data;
- The right to withdraw your consent, where applicable.

If you wish to exercise your rights, you may submit a request via the Port Authority's general GDPR mailbox AVG@portofrotterdam.com or using the 'Data subject rights' form, which can be found on PoR's corporate [website](#). Please note: the above rights are not absolute. This means that the Port Authority does not have to grant a request to exercise one of the aforementioned rights in all cases.

10. Complaints

If, despite the care with which the Departments Concerned handle your personal data, you have a complaint about the way in which we process your personal data and/or respect your rights, you may submit a complaint to the Dutch Data Protection Authority ('AP'). The AP's contact details are available on their [website](#).

11. Changes to the privacy notice

This privacy statement was drawn up on 7 February 2025. PoR reserves the right to amend this privacy notice. The latest version will always be available on PoR's corporate [website](#).