

Privacy and cookies

Your privacy is important to us. For that reason we protect all personal information you provide to us.

What personal information does Translane use?

We need certain information from you if you ask us for a quote, hire us to purchase services or visit our website.

What information? When applying for a quote for storage and transportation - including road, sea, and inland shipping transport - you will be asked to provide your name, business address, telephone number, email address, employer's name, payment information and of course information about the product to be shipped. This information is needed for the proper settlement of your order, so that your products are stored correctly and ultimately delivered correctly to the correct address.

Additional information may be stored during and after the performance of the order, including the content of emails, comments, additions, complaints, Customs files. This is for the correct performance of the order, including financial administration.

Personal data may be used to keep you informed of interesting information and/or to send you newsletters.

This personal data is stored in a secure database, only for ourselves, and is not sold on for commercial purposes to third parties, but only used for the proper performance of our services.

If you only browse on our website, we do not store any personal data about you, but may collect certain information, such as your IP address, which operating system you use, your language settings and which pages on our website you visited. This allows us to optimise the website.

And what about payment details?

If you pay by bank transfer, the data will be saved to link the payment to the order/invoice. This is necessary in order to process your order properly. Your bank account will only be used if you receive a refund from us. That is all.

What information is shared with third parties?

Your personal data will remain private. It is stored in a secure database. We do not pass it on to third parties for commercial purposes. In some cases, we may transfer certain personal data to third parties such as forwarders, Customs and inspection authorities if this is necessary for the proper settlement of the order and/or is required by law. It is however also possible that we will engage bailiffs or debt collection agencies to collect outstanding claims. However, we assume that this will not be necessary. If you use Translane pages on social media, data will be stored there according to the terms of use of social media such as Facebook and Twitter themselves, as you are already accustomed to. Of course, we have no influence over this.

Are cookies stored?

Translane places cookies when you visit our website. The use of cookies is safe. Cookies are small (temporary) text files on your PC. They do away with the need for you to enter the same information every time you return to our site, and the site also works faster. That improves your user experience. It also helps us to understand how our sites are used and how we can make them better and more customer-friendly. We do not collect any personal data other than that mentioned above. We do not use tracking cookies. However, data is aggregated into totals, such as the total number of visitors to our website and the number of times certain articles have been read. You are also free to disable cookies.

For how long is data is stored?

Like other companies, we have a seven-year tax administration obligation. Quotes, invoices, relevant email traffic, etc. are stored for seven years. If you have applied for a quote, this information is kept for five years so that we can give you the best possible service in the future.

Access to information and objections

If you would like to access, rectify or delete your own data, as known to us, please send an email to trans@translane.nl. Here you can also object to the use of your personal data if required.