

# Privacy and Cookie Statement of John Pronk Transport B.V.

27 March 2025

**Nederlands:** voor Android <https://legal.customerportal.johnpronk.net/android/nl/privacy-and-cookie-statement> en iOS <https://legal.customerportal.johnpronk.net/ios/nl/privacy-and-cookie-statement>.

**Deutsch:** für Android <https://legal.customerportal.johnpronk.net/android/de/privacy-and-cookie-statement> und iOS <https://legal.customerportal.johnpronk.net/ios/de/privacy-and-cookie-statement>.

During the processing of personal data John Pronk Transport B.V. works conform the requirements of the applicable data protection legislation, like the General Data Protection Regulation. This means we:

- **clearly specify our purposes** before we process personal data, by using this privacy statement;
- **limit our collection of personal data** to only the personal data needed for legitimate purposes;
- first **ask for explicit permission** to process your personal data in cases where your permission is required;
- take **appropriate security measures** to protect your personal data and we demand the same from parties who process personal data on our behalf;
- **respect** your right to access, correct or delete your personal data held by us.

John Pronk Transport B.V. is the party responsible for all data processing. In this privacy statement, we will explain what kind of personal data we collect and for which purposes within our app John Pronk Transport BV. We recommend that you read it carefully.

If you have any questions regarding the processing of personal data, you can find the contact details of John Pronk Transport B.V. at the end of this privacy statement.

## Registration

Certain features of our service require you to be registered. You will have to provide some information about yourself. We will use this information to create an account for you which you can log into using your email address and a password.

For this purpose, we use your:

- Email address;
- Permitted customers of John Pronk Transport B.V. to view in the app;
- Permitted functionalities to view and use in the app.

We do this on the basis of your consent. We store this information for six months after you closed your account. We will retain this data so that you can only view the permitted information in the app, you can only use the permitted functions in the app, you can reset your password by yourself and you can receive multi-factor authentication e-mails.

### *Providing to Third Parties*

We collaborate with other organisations, that may receive your personal data.

Of these parties:

- Microsoft, among others located at Evert van de Beekstraat 354, 1118 CZ Schiphol, The Netherlands

is also located outside of the EU.

### **Access**

We, among other things, keep track of your activities for proof. What we use of you is including but not limited to:

- IP address;
- User agent, which also may include the current app version;
- Browser;
- Referrer;
- Device type;
- Data centre;
- HTTP version;
- Header(s);
- Content type;
- Edge status code;
- Autonomous systems number;
- Operating system;
- Country;
- URL;
- IP address location;
- Account ID;
- Sent data by using of the functions;
- Login attempt;
- Login action;
- Email address for multi-factor authentication;
- Account.

We have a legitimate interest in doing this. We store this information for six months after our services to you have ended. This information is used to prevent and track abuse.

### *Providing to Third Parties*

We collaborate with other organisations, that may receive your personal data.

Of these parties:

- Microsoft, among others located at Evert van de Beekstraat 354, 1118 CZ Schiphol, The Netherlands
- Cloudflare, among others located at Rue de la Loi 38, 1000 Bruxelles, Belgium

are also located outside of the EU.

### *Automated decision*

The decision-making for allowing access and abuse detection is largely automated. You have the right, among others, for human intervention.

### **Functions**

The app contains multiple functions. For this purpose we use your:

- Email address, to send emails to you when using some functions;
- Account ID;
- Account;
- Data sent by using some functions.

We do this on the basis of your consent. We store this information for six months after you closed your account. We will retain this data so the functions function properly.

### *Providing to Third Parties*

We collaborate with other organisations, that may receive your personal data.

Of these parties:

- Microsoft, among others located at Evert van de Beekstraat 354, 1118 CZ Schiphol, The Netherlands
- Cloudflare, among others located at Rue de la Loi 38, 1000 Bruxelles, Belgium

are also located outside of the EU.

### **Contact**

Using our email address [customerservice@johnpronk.com](mailto:customerservice@johnpronk.com) you can ask questions and we can help you with problems. What we use of you is including but not limited to:

- Email address;
- IP address;
- Permitted customers of John Pronk Transport B.V. to view in the app;
- Permitted functionalities to view and use in the app;
- E-mail;
- Technical information of the e-mail.

We do this on the basis of your consent. We store this information until we are sure that you are satisfied with our response and six months thereafter. This way we can easily access the information in case you have any following questions.

### *Providing to Third Parties*

We collaborate with other organisations, that may receive your personal data.

Of these parties:

- Microsoft, among others located at Evert van de Beekstraat 354, 1118 CZ Schiphol, The Netherlands

is also located outside of the EU.

## **Location data**

### *Providing to Third Parties*

We collaborate with other companies who collect your location data in other ways than using the GPS.

Of these parties:

- Microsoft, among others located at Evert van de Beekstraat 354, 1118 CZ Schiphol, The Netherlands
- Cloudflare, among others located at Rue de la Loi 38, 1000 Bruxelles, Belgium

are also located outside of the EU.

## **Third parties**

We collaborate with the third parties mentioned below:

- Microsoft, among others located at Evert van de Beekstraat 354, 1118 CZ Schiphol, The Netherlands
- Cloudflare, among others located at Rue de la Loi 38, 1000 Bruxelles, Belgium

which are also located outside of the EU.

More information about the privacy of these companies can be found at:

- Microsoft: <https://www.microsoft.com/en-gb/privacy/privacystatement>,  
<https://www.microsoft.com/en-us/legal/terms-of-use>
- Cloudflare: <https://www.cloudflare.com/en-gb/privacypolicy/>,  
<https://www.cloudflare.com/en-gb/website-terms/>

## **Local data**

For the app to function properly, data is also stored locally.

These are your:

- Login session;
- Cache.

This information is used to keep you logged in and to load the app faster by storing your recent data so it doesn't have to be fetched every time.

You can delete your login session by logging out of the app or deleting the app or the storage of the app.

You can delete your cache by deleting the app or the cache of the app.

You can contact us for assistance.

## **App store**

The app providing the service has been downloaded via a third-party app store. We have no influence on which personal data the provider will process or to what purpose it will be processed. We recommend that you read the applicable privacy statement of the provider in question.

### **Providing data to third parties**

Except for the parties necessary to deliver the above-mentioned services, we do not under any circumstance provide your personal data to other companies or organisations, unless we are required to do so by law (for example, when the police demands access to personal data in case of a suspected crime).

### **Statistics**

We keep statistics on the use of our app, giving us access to individual data. However, we only access individual data insofar as necessary for the purposes set out in this statement.

### **Cookies**

Our app makes use of cookies. Cookies are small files in which we can store information, so that you do not have to fill in that information again. We can also use them to see whether you are visiting us again.

The first time you visit our app, we will show you a notification explaining our cookies and ask for your permission for the use of these cookies.

You can disable the use of cookies through your browser setting, but some parts of our website may not work properly as a result of that.

We made arrangements with other parties who place cookies through our website. Nevertheless, we cannot fully control what they are doing with their cookies, so please read their privacy statements as well.

### **Security**

We take security measures to reduce misuse of and unauthorized access to personal data. We take responsibility in the security of your personal data. We renew our security measures to ensure safe storage of personal data and keep track what might go wrong.

### **Changes to this privacy statement**

We reserve the right to modify this statement. We recommend that you consult this statement on a regular basis, so that you remain informed of any changes.

### **Inspection and modification of your data**

You can always contact us if you have any questions regarding our privacy policy or wish to review, modify or delete your personal data.

You have the following rights:

- Right of access: you have the right to see what kind of personal data we processed about you;
- Right of rectification: you have the right to rectify any personal data we have processed about you, if this information is (partially) wrong;
- Right to complain: you have the right to file a complaint against the processing of your personal data by us, or against direct marketing;
- Right to be forgotten: you can file a request with us to remove any personal data we have processed of you;
- Right to data portability: if technically possible, you have the right to ask us to transfer your processed personal data to a third party;

- Right to restriction of processing: you can file a request with us to (temporarily) restrict the processing of your personal data.

If you exercise any of the rights mentioned above, we might ask to identify yourself to confirm it is your personal data.

We will usually respond to your request within one month. This term can be extended if the request is proven to be complex or tied to a specific right. You will be notified about a possible extension of this term.

### **Complaints**

If you want to file a complaint about our use of personal data, please send an e-mail with the details of your complaint to [customerservice@johnpronk.com](mailto:customerservice@johnpronk.com). We will look into and respond to any complaint we receive.

If you think that we are not helping you in the right way, you have the right to file a complaint at the authority. For the Netherlands, this is the Autoriteit Persoonsgegevens. For the United Kingdom, this is the Information Commissioner's Office. More authorities can be found at [https://www.edpb.europa.eu/about-edpb/about-edpb/members\\_en](https://www.edpb.europa.eu/about-edpb/about-edpb/members_en).

### **Contact details**

John Pronk Transport B.V.  
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1633 JA Avenhorn  
The Netherlands

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Telephone: [+31297820968](tel:+31297820968)

Dutch Chamber of Commerce (Kamer van Koophandel) number: 36048371