

Privacy Policy

TelServ understands that privacy is very important for you, and we do our best to respect it. That is why your personal data is only used by TelServ: it is never passed on, without your prior consent, to third parties for commercial purposes unless this is necessary for or in relation to the delivery of the services.

At the same time, TelServ commits to always keeping you informed about special offers and promotions that are likely to interest you. However, if you do not wish to receive any commercial messages from us, you can unsubscribe from our mailing list using the instructions provided in the specific message.

The sections below detail how TelServ handles your personal data when you use our services and when you visit our website www.telserv.nl or <https://portal.sipserv.nl/partner>.

Collection and use of personal data

If you want to use our services, you may be asked for your personal data, such as your first and last name, login, e-mail address or telephone number. We may also ask for other data which we need to deliver the service, such as specific preferences and requirements related to the service concerned.

Personal data can be collected through various channels. We can collect your personal data when you create an account, place an order, call our customer service, fill in your details in electronic forms on our websites or portals, subscribe to a newsletter or ask us for information. Your bill and payment data are also stored. In addition, we collect data on your use of our services and websites in order to improve our services.

The collected data is used for the delivery of the services, for billing purposes, for customer administration, for dispute management, for combating fraud and infringements committed against TelServ and/or its employees, for improving the quality of the services, for internal reporting purposes, for the planning and organization of the telecommunications infrastructure and for market research.

The personal data is stored for the duration of the delivery of our service and can be saved up to 7 years after a person/ professional customer has ceased to be a TelServ customer unless you request TelServ to delete the personal data. TelServ has the right to store your personal data after you request to delete the personal data if there is a legal obligation for TelServ to not delete the personal data.

Protection of personal data

We have taken technical and organizational measures to protect the databases in which your data is kept against unauthorized access, unauthorized use, theft or loss. Our security measures are regularly evaluated and adapted so that we can continue to provide a high level of protection.

Disclosure of personal data to third parties

We do not give the collected data to third parties, unless we explicitly state that this is required for a specific action in relation to the services, or unless we are required by law to provide said data, e.g. at the request of the competent legal authorities in the framework of a judicial inquiry.

Specific information on privacy for professional customers and their employees

The employees of professional customers have the right to access, rectify and delete their personal data.

Privacy policy relating to our websites

You can visit our website without having to enter any personal data. Access to certain parts or functions of our websites may be limited to visitors without an account on our portal. After you create an account and login to the website or portal, you can have full access to our services.

Connection data

We register information about the connection you make to our websites and the software and devices you use to accomplish this. This information includes your IP address, the time of your visit to the website, the type of browser and the type and brand of device you use and the pages you visit. This data is used to create statistics and improve the quality of our website and service through analyses of your surfing behaviour on our website. This information may also be used to adapt our offering on the website to your potential needs.

Tracking of commercial e-mails from TelServ

TelServ may send you e-mails in order to keep you informed about its existing and new products, services and promotions, unless you have exercised your right to object. TelServ uses tools to measure and follow up the impact of these e-mails: whether the e-mail was opened or not, whether the hyperlink was clicked on or not, etc. These tools are used to increase the efficiency of e-mail campaigns and to better adapt TelServ's offers to your personal needs.

Analysis of the use of TelServ's websites

We may use third-party services (also called "third-party analytics" services) on our websites to monitor, analyse and report on the usage visitors make of our website. To this end, third parties providing TelServ with such services may collect anonymous data about your use of our websites, including your behaviour on our websites or through the placement of cookies. Such data enables us to track down any errors in our websites and to determine how we can improve your user experience on our website.

Changes in our privacy policy

Our privacy policy may be extended or adapted in the future (for example, to accommodate new developments). For this reason, we recommend that you consult this privacy policy regularly.

Contact details of the Data Protection Officer

If you have questions or complaints about TelServ's privacy policy, you can contact TelServ's privacy advisor. Contact: privacy@telserv.nl. Address: Printerweg 18, 3821 AD Amersfoort, the Netherlands. Telephone: +31 33 744 0 744.