PRIVACY POLICY

In accordance with REGULATION (EU) 2016/679 on the protection of personal data and Organic Law 3/2018 of 5 December on Data Protection and the Guarantee of Digital Rights, we inform you that this website does not collect users' personal data without their knowledge or disclose it to third parties.

The website owned by BASECRM SOLUTIONS B.V. contains links to third-party websites whose privacy policies are separate from those of BASECRM SOLUTIONS B.V.

When accessing those websites, you may decide whether to accept their privacy and cookie policies. In general, when browsing the Internet, you can accept or reject third-party cookies through your browser settings.

Our entity has a Data Protection Officer who will independently ensure proper compliance with data protection regulations within our entity, reconciling the organisation's operation and the achievement of the lawful and legitimate objectives of its activity with the guarantee of the right to data protection and information security.

You may contact our Data Protection Officer (DPO) regarding any matter concerning how we process your personal data within our entity by email at administracion@basecrm.com. The duties of a Data Protection Officer include acting as a safeguard for your data protection rights.

Data controller:	BASECRM SOLUTIONS B.V.
VAT number:	807908551B01
Address:	Tingietersweg 90, 2031 ES Haarlem, Netherlands
Telephone:	+31 (0)88 1232411
DPO contact:	administracion@basecrm.com

Source and categories of the data we process

Source: the data we process come directly from the data subject and are obtained through email, telephone and website forms.

The categories of data we process are:

Identification data: first name, surnames, national identity document number (DNI), date of birth.

Contact data: telephone number, email, postal address.

Bank details: bank account number.

Purpose and legal basis for processing your personal data

- CONTACT website form

The data requested through our "Contact" website form will be processed to respond to your request, application or enquiry.

Article 6(1)(b) GDPR. Processing is necessary to take pre-contractual steps.

Article 6(1)(a) GDPR. The data subject has given consent for this specific purpose.

- Sending advertising information and communications related to our activity

If you give your consent, your personal data collected through our website forms will be processed to send you advertising information and other communications of interest relating to our association by email, postal mail and telephone.

Article 6(1)(a) GDPR. The data subject has given consent for this specific purpose.

- Processing images

Images published on our website are processed for advertising and communication purposes.

Article 6(1)(a) GDPR. The data subject has given consent for this specific purpose.

Retention and archiving of the record/document of consent given by data subjects.

Article 6(1)(c) GDPR. Processing is necessary to comply with a legal obligation applicable to the Data Controller.

Retention of your personal data

Your data will be retained for the legally established periods according to the purposes for which they were obtained, as detailed below:

Pre-contractual steps: when processing your data is based on taking pre-contractual steps to respond to your request for information and/or a quotation, your data will be retained for a maximum of one year from collection. After that period, your data will be completely deleted from our information systems.

When your data are processed for the administrative arrangements to register you as a Customer, your personal data will be processed for those purposes. Subsequently, processing your data will remain necessary to maintain the relationship with you as a customer of our entity. If registration is not completed for any reason, your data will be completely deleted from our information systems.

Your consent: when we request your consent to process your personal data, we will retain your data for the time strictly necessary to fulfil the purposes for which we obtained your consent, until they are no longer necessary for those purposes or, otherwise, until you decide to withdraw your consent.

Compliance with a legal obligation: we will retain the record/document of consent given by data subjects for the statutory limitation period established in data protection regulations.

Disclosure of your data to third parties

We do not disclose your personal data to third parties unless a legal obligation applies to our entity. For example, upon request, your data could be disclosed to the Spanish Data Protection Agency to demonstrate that we obtained your consent.

We also inform you that, on an ancillary basis and only when necessary, your data may be processed by external professionals who provide auxiliary services necessary for our professional activity, such as the provider of data hosting on external servers (website hosting), database management applications or IT technical support.

International data transfers

We do not transfer your personal data to countries outside the European Economic Area (EU, Iceland, Liechtenstein and Norway) or to international organisations.

YOUR DATA PROTECTION RIGHTS

Right to request access to your personal data.

Right to request rectification or erasure.

Right to request restriction of processing.

Right to object to processing.

Right to data portability.

Right to withdraw consent.

Everyone has the right to obtain confirmation as to whether BASECRM SOLUTIONS B.V. is processing personal data concerning them.

You have the right to access your personal data and to request rectification of inaccurate data or, where appropriate, request their erasure when, among other reasons, the data are no longer necessary for the purposes for which they were collected.

In certain circumstances, you may request restriction of the processing of your data, in which case we will retain them only for the establishment, exercise or defence of legal claims. You will also have the right to portability of your personal data in the cases provided for by law.

In certain circumstances and for reasons relating to your particular situation, you may object to the processing of your data. In that case, BASECRM SOLUTIONS B.V. will stop processing your data unless there are compelling legitimate grounds or processing is needed for the establishment, exercise or defence of potential claims.

You have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

You may object to the processing of your data for commercial and advertising purposes by sending an email to administracion@basecrm.com.

You may exercise your rights by sending an email to administracion@basecrm.com or a letter to Tingietersweg 90, 2031 ES Haarlem, Netherlands.

If you believe your personal data protection rights have been infringed, particularly if you have not obtained satisfaction when exercising your rights, you may contact our Data Protection Officer at administracion@basecrm.com or lodge a complaint with the Spanish Data Protection Agency through its website: www.aepd.es.

BASECRM SOLUTIONS B.V. reserves the right to modify this policy to adapt it to legislative and judicial developments or requirements and to industry practices, taking the legitimate interests of consumers or users into account at all times.

Last revision: 19 November 2025