1   Privacy Statement Panteia

Panteia is an all-round research company. In this statement, you can read how our organisation handles personal data.

1.1   What personal data are processed?

We process the following personal data:
- Identifiable personal data of (potential) respondents, including name, email, phone number, and possibly a postal address.
- Business (personal) data.
- Identifiable personal data of our employees.

1.2   How do we collect personal data?

Most of the personal data we receive comes indirectly via our client. For example, a client may provide us with their customers' contact details to conduct a customer satisfaction survey. Additionally, we also record IP addresses when someone visits one of our websites.

1.3   What is the purpose of the processing?

Panteia uses personal data to contact respondents for participation in surveys. Panteia ensures that the research outcomes cannot be traced back to individual cases but are aggregated results, thus constituting statistical research.

Personal data of employees are used to fulfill employment contracts.

1.4   How are personal data stored?

Panteia holds an ISO 27001 certification, meaning that information security meets the highest standards. Data is stored on secure servers in the Netherlands with effective access controls, allowing only those involved in the research to access the data. Personal data is always stored separately from survey responses.

1.5   Who has access to the personal data?

Only Panteia researchers involved in conducting the research have access to the relevant personal data. All researchers have signed a confidentiality agreement. Information security is maintained through effective access management.

1.6   Are personal data shared?

Panteia uses personal data solely for the research for which it was collected. Panteia does not share the data with other organisations, with the following exceptions:

- In some cases, telephone interviews are conducted, and personal data such as names and phone numbers are shared with the call center.
- Personal data of Panteia employees is shared with third parties when necessary for employment matters, such as pension providers or occupational health services.

1.7   Marketing

Panteia processes personal data only for the intended research. We do not use this data for marketing purposes. You will not receive newsletters from Panteia unless you specifically sign up for them.

1.8   Your rights

Under the GDPR, you have several rights, which also apply at Panteia:

- Right of access: You can request to see what data about you we have. It is helpful if you can indicate for which research you were approached.
- Right to rectification: You have the right to ask us to correct any information we have about you and you have the right to provide additional data if ours is incomplete.
- Right to be forgotten: You have the right to ask us to delete the personal data about you we have.
- Right to object: You have the right to object to the (further) processing of your personal data. Panteia will then delete or alter the data to prevent future processing.
- Right to data portability: You have the right to request that we transfer your personal data to you or a third party you designate.

Exercising your rights is generally free of charge. However, if your request requires extensive research, we may discuss a reasonable compensation for our time.

1.9   Cookies

1.9.1   What are cookies?

Cookies are text files stored on your computer when you visit a website. These files contain standard internet log information and details about your visit to the website. Such cookies may automatically be stored on your computer when visiting a website.

More general information about cookies can be found here: [All About Cookies | Online Privacy and Digital Security](#).

1.9.2 What types of cookies are there?

- Functional cookies: Panteia uses functional cookies to "remember" your preferences, such as your preferred language. These may include a mix of internally developed cookies and third-party cookies.
- Advertising cookies: Panteia does not use advertisements on its websites, so there are no advertising cookies.

1.9.3 How does Panteia use cookies?

Panteia uses cookies in various ways to streamline your visit to our website and improve your experience. For example, session cookies temporarily remember your login. In principle, no analytical cookies are used. If used, you will be asked for consent.

1.9.4 How can you manage cookies?

You can manage cookies through your own browser settings. Visit the websites of Microsoft (for Edge), Google (for Chrome), or Apple (for Safari) for instructions.

1.10 Privacy policy of other websites/organisations

Panteia's website may contain links to other organisations' websites. This document explains how privacy is handled at Panteia, but other organisations are responsible for their own policies. Panteia is no party to that.

1.11 Changes to our Privacy Statement

Panteia actively maintains and regularly updates this privacy statement to reflect the latest insights. For the latest version, check Panteia's website.

2 Contact

If you have questions about our privacy policy, the personal data we hold, or make use of any of your rights under the GDPR, please contact us via email at FG@Panteia.nl.