

Privacy Statement

Pensioenfonds TNT Express collects and processes personal data to be able to properly execute the pension agreement as well as to comply with legal and contractual obligations and to improve our services. Contractual provisions require us to collect data from you and from other parties to this end.

Depending on your situation, we may collect data about you and/or your employment from the following parties:

- Database of Persons (BRP)
- (Previous) employer(s)
- Employee Insurance Agency (UWV or Uitvoeringsinstituut Werknemersverzekeringen).
- Chamber of Commerce (CoC)
- Dienst Uitvoering Onderwijs (DUO)
- Other pension administrators

We may process the following (specific) (personal) data:

- First and last names
- Gender
- Date of birth
- Citizen Service Number (BSN)
- Address details
- Telephone number
- Email address
- Signature
- Pension number
- Bank account number
- Marital status
- Details about (previous) employment
- Salary
- Entitlements / pension right
- Registration as a conscientious objector
- Biometric details, if you have provided a copy of your identification document
- Details of incapacity for work
- Details of your children and/or partner
- Other (personal) data that you actively provide in correspondence or by phone
- IP address
- Internet browser and type of device
- Details concerning your activities on our website
- Preferred language
- Pension figures

Why we need your data

Pensioenfonds TNT Express is contractually required to execute the pension agreement. To do this properly, we process your (personal) data for the following purposes:

- Executing pension and benefits legislation
- Determining the amount and payment of pension entitlements and benefits
- Calculating, recording and collecting contributions from employers
- Handling disputes
- Preventing fraud
- Statistical analyses
- Adequate communication with you as a participant

Sharing information with third parties

Pensioenfonds TNT Express shares your personal data with various other parties if this is required to execute the pension agreement and/or to comply with legal obligations. We conclude a processing agreement with parties that process your data on our behalf. In this way, we ensure the same level of security and confidentiality regarding your data. Pensioenfonds TNT Express remains responsible for these processing operations. Pensioenfonds TNT Express does not process your data outside the EU.

Pensioenfonds TNT Express has outsourced the pension administration to TKP Pensioen B.V. (TKP). This is why TKP has your (personal) data. Pensioenfonds TNT Express has made arrangements with TKP concerning the manner in which TKP handles your data, those with whom TKP may share your data, and how TKP must protect your data. To be able to carry out the pension administration of Pensioenfonds TNT Express properly, TKP works with various parties that, depending on your situation, may be given your personal data (sub-processors). TKP makes sure that these sub-processors ensure at least the same level of security as agreed with Pensioenfonds TNT Express.

The parties with which your (personal) data may be shared can be divided into the following categories:

- Regulators
- Public authorities
- Benefits agencies
- Collection/debtor parties
- Re-insurers
- (Previous) employer(s) and their authorised representatives
- Mailing processors/printing companies
- Archiving companies
- Audit parties, including those who conduct payroll audits
- ICT database/website management and maintenance companies
- IT security companies
- Research parties
- Accounting/actuary firms for insurance purposes
- Other pension providers

How long do we retain your data

Pensioenfonds TNT Express retains your personal data no longer than strictly necessary to achieve the objectives for which it was collected. As we are dealing with long-term pension commitments, this may be a very long period. We retain the personal data that is required to execute the pension agreement in any case until 25 years after the expiry of your right to a pension. We delete the data when we no longer need it.

Recording of telephone conversations

Pensioenfonds TNT Express may record telephone conversations. These recordings are used for, among other things, training and coaching purposes, as well as for making inquiries into suspect assignments and transactions, or for fraud prevention. The recorded telephone conversations are retained no longer than is necessary for the above purposes. You have a right to hear the recording of a telephone conversation within the retention period.

Accessing, modifying or deleting data

You are entitled to access and modify (correct) your personal data. In certain situations, you may also ask us to limit the processing of your personal data, to delete your data, or to transfer it to a third so-called controller.

Withdrawal of consent

To be able to execute your pension scheme properly, we need certain personal data of course. This is, however, not the case for all the data that we process. You may therefore ask us to no longer use your data for specific purposes: for example, if you do not want us to call or email you, or if you have important personal reasons for not wanting us to use your data.

You can send your request for access, correction, limitation, deletion or transfer to paul.elion@gepensionfondsen.nl. You can use the same email address to withdraw your consent to use your personal data. To be certain that the request has been made by you, we ask you to include a copy of your identification documentation. Please ensure that the passport photo(s), the MRZ (Machine Readable Zone, the series of numbers at the bottom of the passport), the document number(s) and the Citizen Service Number (BSN) have been made unrecognisable. This is to protect your privacy. Pensioenfondsen TNT Express will respond to your request as soon as possible, but no later than within four weeks.

Right of complaint

If Pensioenfondsen TNT Express does not comply with your request of access, correction, limitation, deletion or transfer of your personal data, you can submit a complaint to the Dutch Data Protection Authority (Dutch DPA). If your complaint is not resolved satisfactorily, you can appeal the decision in court.

Security

Pensioenfondsen TNT Express takes the protection of your personal data seriously and takes appropriate measures to prevent its misuse, loss, unauthorised access, unwanted disclosure, and unauthorised modification. If you feel that your data is, nevertheless, not sufficiently protected or that there are indications of misuse, please contact us.

Contact

You can reach us in several ways:

Website: ww.pensioentntexpress.nl/contact

Telephone number: +31 (0) 50 522 50 90

Physical address:

Europaweg 27
9723 AS Groningen

Postal address:

Attn. TKP PO
box 5149
9700 GC Groningen

Cookies

Pensioenfonds TNT Express uses cookies. A cookie is a text file that is installed on your computer, tablet or mobile phone when you use the website. Cookies facilitate and accelerate the use of the website.

Changes in Privacy Statement reserved

Pensioenfonds TNT Express reserves the right to change the Privacy Statement. Each change is published on this page. We therefore recommend that you read this Privacy Statement regularly. This page was last updated on 24 May 2018.