

Privacy and Cookie Statement of Pro4all

The most recent update of this privacy and cookie statement was on 15 December 2025.

Your privacy is paramount to Pro4all Cloud Services B.V. (hereinafter: Pro4all). Accordingly, we comply with the relevant laws and regulations regarding privacy, including the General Data Protection Regulation (GDPR).

A brief outline of our privacy and cookie statement

With respect to processing personal data, we comply with the privacy legislation. This means that we:

- **Clearly state our purposes** before we process your personal data, through this privacy and cookie statement.
- **Store as few personal data as possible** and only the data that are necessary for our purposes.
- **Explicitly ask for permission** to process your personal data, should permission be required.
- **Take necessary security measures** to protect your personal data. We also impose these obligations on parties who process personal data for us.
- **Respect your rights**, such as the right to access, adjust or delete your personal data processed by us.

What are the purposes we use your personal data for?

In this privacy and cookie statement we explain what we, at Pro4all, do with information we learn about you, for example when you use our services or visit our website www.pro4all.nl. For each purpose, we indicate what information we obtain from you, for what purpose we process this information and how long it is stored. If you have any questions or want to know exactly what we keep of you, please contact us using the details at the bottom of this privacy and cookie statement.

Introduction

If your organisation would like to try out one of our solutions before making use of our services, you can request an introduction. To do so, you can schedule an appointment with one of our colleagues.

To this end, we process the following personal data:

- Date and time appointment
- Name and surname
- E-mail address
- Telephone number

We process this personal data in order to schedule an appointment for a meeting and to implement the agreement. We retain these data until you have had the opportunity to become acquainted with one of our solutions. If you decide to make use of our services on the basis of the introduction, we will keep your personal data for a maximum of one year after the end of the agreement. We retain some data longer if we are legally obliged to do so (for example, because of the tax retention obligation).

Providing our services

As an organisation, you can make use of our services and solutions.

To this end, we process the following personal data:

- (Company) name
- (Business) e-mail address
- (Business) telephone number
- Contact name
- User name and address
- Invoice data
- Payment details

We process these personal data in order to be able to execute the agreement we have entered into with you. We keep this information for a maximum of one year after the agreement has ended. This means that if you would like to return to us within a year after terminating the agreement, you do not need to provide us with your details again. We retain some data longer if we are legally obliged to do so (e.g. because of the tax retention obligation).

Registration and use of our portal

As an organisation or employee of an organisation using one of our solutions, you have access to our portal. However, you need to register first. Once you have registered, you can login to the portal of the relevant solution.

In order to use the portal, we process the following personal data:

- E-mail address
- Password of your choice
- Name and surname

We process these personal data in order to be able to execute the agreement we have entered into with your organisation. We retain your personal data for up to one year after the agreement has ended. This way, you do not have to fill them in again each time and we can contact you more easily if necessary.

User training and webinars

You can register for user training and webinars through our website. During the user training sessions, you will learn how to make optimal use of our solutions, and during the webinars the functionalities of our solutions will be explained in a short session.

To this end, we process the following personal data:

- Name and surname
- E-mail address
- Company name
- Telephone number
- Environment URL

We process this personal data in order to process your registration for the user training or the webinar and to implement the agreement with you for this purpose. We retain these data until the user training or webinar has taken place.

Client references

We post references from our clients on our website.

To this end, we process the following personal data:

- Company name
- Name and surname
- Visual material
- Content of the shared reference

We do this on the basis of your consent. We will retain this information until you withdraw your consent. You can withdraw your consent at any time by contacting us using the contact details at the bottom of this privacy and cookie statement.

Support portal

You can make a request for support through our website. In order to do so, you need to log into the support portal using your e-mail address and password of your choice. Within the support portal you can then submit a ticket. You can also log in using your [Facebook](#), [Google](#) or [Twitter account](#). If you want to know what these parties do with your personal data, please read the privacy statements of the platforms in question.

To this end, we process the following personal data:

- Company name
- E-mail address
- Password of your choice
- Any information you enter as part of the ticket content

We do this to properly handle your request for support and to execute the agreement with you. We will retain this information until we are satisfied that we have provided you with adequate support.

Suggestions portal

You can make suggestions for improving our products via our website. To do so, you must log into the suggestions portal using your e-mail address and a password of your choice. Within this Suggestions Portal you can then submit idea suggestion.

To this end, we process the following personal data:

- Company name
- E-mail address
- Password of your choice
- Any information that you enter as content for your suggestion

We do this in order to process your suggestion and execute the agreement with you. We keep this information for one year after we have implemented the software in the software, or rejected it and you have not been active on the suggestions portal.

Use of AI within the Service

1. Application of AI

Pro4all may use technologies based on artificial intelligence in the provision of the Service. This AI is used for performing, improving, and securing the Service and for delivering features that contribute to an enhanced user experience.

2. Use of Customer Data

Pro4all may process Customer Data solely for the following purposes:

- a. For functional AI within the Service, including automatic classification, document analysis, risk detection in photos, workflow automation, and quality or safety recommendations.
- b. For improving the performance of the Service, provided that this is done using anonymized or aggregated data that cannot be traced back to individual customers.
- c. For internal analyses to improve the stability, security, and efficiency of the Service.
- d. For the use of third-party AI technologies, under the conditions that such third parties do not use Customer Data to train their own models, apply appropriate security measures, and process the data within the European Economic Area or in countries recognized by the European Commission as providing an adequate level of protection, or where a Data Protection Impact Assessment (DPIA) has been carried out.

3. Prohibited Use

Pro4all will not:

- a. Use Customer Data to train generic or public AI models.
- b. Make Customer Data available to third parties as training material.
- c. Process Customer Data for purposes other than delivering, improving, or securing the Service.

4. Ownership and Rights of the Client

- a. Customer Data remains the property of the Client or its End Users, as already specified in Article 8.8 of our General Terms and Conditions.
- b. The Client retains the right to request, export, or have Customer Data deleted, insofar as this is legally permitted and technically feasible.
- c. Pro4all will be transparent about the use of AI within the Service and will limit such use to what is necessary for the agreed purposes.

5. Security

Pro4all implements appropriate technical and organisational measures to protect Customer Data against loss, misuse, and unauthorised access. These measures also apply to the use of AI technologies and to any external third parties engaged.

6. Legal Compliance

Pro4all processes Customer Data in accordance with applicable legislation, including the GDPR and the EU AI Act. If relevant regulations change, Pro4all will adjust its practices where necessary.

Google Maps

You can use Google Maps on our website, for example in order to calculate the route to our office. We process your location data to find out where you are and to determine the route. We ask separately whether we are allowed to do this and only use this information with your permission. We use Google's navigation and location software for this service. We have no control of what the makers of this software (Google) do with it. Please always read their privacy statement. More information about data processing by Google can be found in [their privacy statement](#).

Contact

You can contact us in different ways. You can do so by telephone, or by using the contact form or by e-mail.

To this end, we process the following personal data:

- Name and surname
- E-mail address

- Telephone number
- Company name
- Any information that you enter as content for a message

We do this in order to properly handle your request to contact you and to implement the agreement with you. We will retain this information until we are satisfied with our response.

Applying for a job

Have you responded to one of our vacancies or submitted an open application? We process your personal data in order to process your application and to prepare for the possible conclusion of an employment contract.

To this end, we process the following personal data:

- Name and address details
- E-mail address
- Telephone number
- Curriculum Vitae
- Motivation letter
- Salary indication
- References
- Availability date
- Link to LinkedIn profile
- Any other information you send with your application

We will retain your application data for up to 6 weeks after the position has been filled. We retain these data so that we can contact you in the event that the position becomes available again within the probationary period. If we are unable to offer you a position at the moment, we may - with your permission - keep your application data for another year. You can withdraw your consent at any time by sending us an e-mail.

A social media and internet survey may be part of the application procedure. This is necessary to ensure that our image is maintained when hiring new staff. We do this based on our legitimate interest. For this purpose, we search your name on Google and any profile on various social media. We will not ask you to give us access to a protected social media page or to make a connection with us. The results of the research will be discussed with you. Should you object to this, you can indicate this by e-mail at the time of applying for the position.

Performing analyses

We may perform analyses on the personal data obtained by us through the use of our services. We have a legitimate interest in doing so. Carrying out analyses helps us to improve our services. We will only use the personal data for this purpose and keep them for a maximum of 3 years. Afterwards, we will anonymise the personal data (see below). If you do not want us to use your personal data for carrying out analyses, you can object to this at any time by contacting us through the contact details at the bottom of this privacy and cookie statement.

Anonymisation

We may anonymise personal data obtained through the use of our services. This means that the personal data originally obtained by us is made anonymous to the extent that the person concerned can no longer be identified on the basis of these data. The data are therefore no longer personal data and there are no privacy risks associated with this.

We have a legitimate interest in making the data anonymous. This anonymised data enables us to improve our services.

reCAPTCHA

We use the reCAPTCHA service from Google Inc. (Google) to protect our website against spam and abuse. A visitor's IP address, mouse movements and possibly other data are collected to enable Google to make reCAPTCHA work. This information is transmitted to and processed by Google. By analysing this information, Google can establish whether we are dealing with a real website visitor or a robot. For more information, please read [Google's privacy statement](#).

In which cases are we allowed to share your personal data with third parties?

We only share your personal data with third parties when this is allowed under the current legislation. We may provide your personal data to third parties in case:

- we have engaged them to process certain data;
- this is necessary in order to execute the agreement with you;
- you consent to this;
- we have a legitimate interest in doing so;
- we are legally obliged to do so (for example, if the police require us to do so in the case of suspected crime).

The parties who process personal data on our or your behalf are:

- IT suppliers and service providers
- Cookie service providers
- Payment service providers
- Marketing companies

In order to provide our services, we may provide your personal data to parties based outside the European Economic Area (EEA). We will only do so if an adequate level of protection for the processing of personal data is in place. This means, for example, that we use a model agreement from the European Commission or make agreements about how personal data will be handled.

Social media buttons

On our website, we use the social media button of LinkedIn, which redirects you to this social media platform. This gives you the option to follow us and to share content within the network. The button works because of pieces of code that originate from the social media network. If you want to know what LinkedIn does with your personal data, read the [privacy statement of LinkedIn](#).

Cookies

On our website we use cookies and similar techniques, such as pixels (hereinafter: cookies) from ourselves and from third parties. Cookies are small information files that, when visiting a website, can be automatically stored on or read off the website visitor's device (such as PC, tablet or smartphone). This happens through the web browser on the device. We and third parties use cookies to:

- Enable functionalities of the website (technical and functional cookies)
- Analyse the use of the website and use this information to make the website more user-friendly (analytical cookies)
- Showing personalised advertisements (marketing cookies)

These cookies collect the following data from you:

- IP address
- Cookie ID
- Website and click behaviour
- Referrer-URL

When you visit our website for the first time, we will display a message explaining cookies. When doing so, we will ask you for your consent to the use of cookies, to the extent we are obliged to do so.

In the table below you will find an outline of the cookies we use.

Type	Cookie; Entity; Safeguards	Purpose	Storage period
Functional	Google Tag Manager Google LLC, United States Privacy statement	Cookies from Google Tag Manager enable loading scripts from other cookies. Google Tag Manager is purely functional and is not used to collect personal data.	Session
	Typekit by Adobe Adobe Inc., United States Privacy statement	We use Adobe Typekit fonts. This is a programme for adapting and loading website fonts. In order to display these fonts, our website sets Adobe cookie(s).	Session
	HubSpot Forms HubSpot, Inc., United States Privacy statement	These cookies are used to enable the web form and provide the chat window in the application.	13 months max
	Datadog Datadog, Inc., United States Privacy statement	These cookies are used to provide application, platform and performance monitoring that allows us to (pro-actively) detect and resolve customer issues.	Session

	Autodesk Autodesk Inc, United States Privacy statement	These cookies are used to provide the 3D viewer for 3D files in the Prostream application.	Session
Analytical	Google Analytics Google LLC, United States Privacy statement	These cookies are placed to gain insight into visitor behaviour and to improve the user experience on this basis. We have set these cookies in a privacy-friendly way. This means that we: <ul style="list-style-type: none"> have concluded a processing agreement with Google; Google only give masked IP addresses; do not share any other data with Google; and we do not use other Google services in conjunction with analytics. 	2 years max
	HubSpot HubSpot, Inc., United States Privacy statement	In order to gain better insight into visitor behaviour on our website, we use cookies from HubSpot.	13 months max
	LinkedIn Analytics LinkedIn Corporation, United States Privacy statement	These cookies are used to gain insight into the use of our website and to improve it on the basis of this insight, enabling an increase in the ease of use.	2 years max
	Hotjar Hotjar Ltd., Malta Privacy statement	Hotjar is a technology service that helps us better understand our users' experience (how much time they spend on which page, what links they decide to click on, what users like and don't like, etc.). This allows us to improve our website with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behaviour and their devices (in particular, device IP addresses (captured and stored only in anonymised form), device screen resolution, device type (unique device identifiers), browser information, geographical location (country level only), preferred language for viewing our website).	1 year
	Segment Twilio Inc, United States Privacy statement	Segment is used for user analytics. The data collected by Segment provides us with insight into the use of our application and enables us to make targeted improvements to the application and send out emails based on user actions.	Session
	Autodesk Autodesk Inc, United States Privacy statement	These cookies are used to provide the 3D viewer for 3D files in the Prostream application.	Session
Marketing	Google DoubleClick Google LLC, United States Privacy statement	These cookies are used to record website visitor's actions on the website after viewing or clicking on advertisements. The purpose of this is to measure effectiveness and show personalised advertisements.	6 months max
	GA Audiences Google LLC, United States Privacy statement	The GA Audiences cookies are used to return website visitors based on their online website behaviour. This means that (among other things) click behaviour is registered with the aim of measuring effectiveness and showing website visitors personalised content.	6 months max

Facebook Connect Facebook, Inc., United States Privacy statement	These cookies are used to enable Facebook advertising options. They record click behaviour and website visits. These cookies record a unique ID to recognise returning devices. The aim is to provide targeted and personalised advertising.	3 months max
Facebook Custom Audience Facebook, Inc., United States Privacy statement	These cookies are used to enable Facebook advertising options. They record click behaviour and website visits.	3 months max
LinkedIn Ads LinkedIn Corporation, United States Privacy statement	These cookies are placed to improve the online advertising offer and to give us insight into our campaign performance.	2 years max

Enabling and disabling cookies

You can set your web browser to accept cookies only if you agree. For more information, please consult the manual of your browser. Please note that many websites do not perform effectively when cookies are disabled.

Deleting cookies

Most cookies have an expiry date. If an expiry date is set, the cookie is automatically deleted when the expiry date expires. You can also choose to delete cookies manually before their expiry date. Please consult the manual of your browser.

Are your personal data protected?

We take appropriate technical and organisational measures with regard to the processing of personal data to be carried out, against loss or against any form of unlawful processing (such as unauthorised access, impairment, alteration or transmission of the personal data).

What privacy rights do you have?

You have the following rights:

- **Right of access:** You have the right to inspect the personal data that we process about you.
- **Right to rectification:** You have the right to rectify or supplement the personal data that we process about you, if it is inaccurate or incomplete.
- **Right to object:** You can object to the processing of your personal data and to direct marketing.
- **Right to erasure:** You can ask us to erase your personal data.
- **Right to withdraw your consent:** If you have given us consent to process personal data, you can withdraw this consent at any time.
- **Right to data portability:** If technically possible, you have the right to have the personal data we process transferred to a third party.
- **Right to restrict processing:** in some cases, you can ask us to restrict (whether or not temporarily) the processing of your personal data.

When you make a request, we may ask you to identify yourself. We request this information to ensure that you are the right person to whom the personal data belongs.

We will, in principle, comply with your request within one month. However, this period may be extended by two months for reasons relating to the specific privacy rights or the complexity of the request. If we extend this period, we will inform you in good time.

If you wish to exercise any of your rights, you may do so at info@pro4all.nl.

Changes to this privacy and cookie statement

If our website or our services change, we must of course also change the privacy and cookie statement. Make sure to always pay attention to the date above and check regularly for new versions. We will do our best to inform you of any changes.

Questions or complaints

If you have any questions or wish to complain about the use of your personal data, please contact us using the contact details at the bottom of this privacy and cookie statement. We will address any questions or complaints internally and communicate this further with you. If you feel that we are not helping you appropriately, you have the right to file a complaint with the supervisory authority which is called the [Autoriteit Persoonsgegevens](#).

Contact details

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