Privacy Policy

How BOS Homogenisers handles your personal data | Effective 7 November 2026

At BOS Homogenisers we build, service and supply parts for homogenisers – and we treat your data with the same care as your machines. This policy explains which personal data we collect, why we need it, how long we keep it and what your rights are.

In short

- We only collect the data we need to quote, deliver and service your machines.
- We never sell your data to anyone.
- You can ask us at any time to see, correct or delete your data.
- Questions about your privacy? Email sales@boshomogenisers.com.

1 Who we are

BOS Homogenisers B.V., Oscar Romerolaan 18, 1216 TK Hilversum, The Netherlands (Chamber of Commerce 32047020) is responsible for the processing of your personal data as described in this policy. This policy applies to our website **www.boshomogenisers.com** and to our contact with customers, suppliers and other business relations.

2 Which data we collect

Category	Examples
Contact details	Name, company, job title, email address, (mobile) phone number and work address.
Order and billing details	Company and delivery address, VAT number, order history, invoices and payment details.
Machine and process data	Machine type, serial number and process data you share with us, for example in a quotation request.
Website usage	Pages visited, device and browser type and approximate location – only if you allow analytics cookies.

3 Why we use your data

Purpose	Legal basis
Quotations, orders, deliveries, service and support	Performance of a contract, or steps you asked for before entering into one
Invoicing, administration and record-keeping	Legal obligation
Keeping our customers informed about products, parts and service	Legitimate interest – you can opt out at any time
Marketing and promotional messages to non-customers	Your consent
Testimonials and customer stories	Your consent – we never publish your name or story without it
Website analytics and personalised advertising	Your consent via our cookie banner

If we ever want to use your data for another purpose, we will ask for your consent first – unless the law requires otherwise.

4 Who we share your data with

We do not sell or rent your personal data. We only share it with parties that help us run our business, and only as far as they need it:

- our CRM and email platform (HubSpot), for contact management, forms and newsletters;
- Google Analytics, via Google Tag Manager, to understand how our website is used – only with your consent;
- CookieYes, to record your cookie preferences;
- our website hosting provider in the European Union;
- carriers and forwarders that deliver your parts and machines;
- our accountant and authorities where the law requires it.

These parties may only use your data on our instructions. Where data is transferred outside the European Economic Area, we make sure appropriate safeguards are in place, such as the European Commission's standard contractual clauses.

5 How long we keep your data

We keep your personal data for 90 days to 2 years after our business relationship has ended, or for as long as we need it for the purposes described in this policy. Some data must be kept longer by law – for example, financial and tax records are kept for 7 years under Dutch law. Anonymous and aggregated information that can no longer identify you may be kept indefinitely.

6 How we protect your data

We take appropriate technical and organisational measures to prevent loss, misuse and unauthorised access or changes to your data. No method of transmission over the internet is completely secure, so we cannot guarantee absolute security – but we continuously work to keep your data safe.

7 Your rights

Under the General Data Protection Regulation (GDPR) you have the right to:

- access your personal data and receive a copy;
- have incorrect data corrected;
- have your data deleted;
- restrict or object to the processing of your data, including direct marketing;
- receive your data in a portable format or have it transferred to another party;
- withdraw your consent at any time.

To exercise these rights, email sales@boshomogenisers.com. We respond within one month. If you are not satisfied with how we handle your data, you can file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) or the authority in your own country. Please note: if you do not allow us to process certain data, we may not be able to deliver the service you requested.

8 Cookies

Our website uses cookies. Analytics and marketing cookies are only placed with your consent, which you give or refuse in our cookie banner. You can change your choice at any time via the cookie icon at the bottom left of our website.

9 Changes to this policy

We may update this policy from time to time. The latest version is always available on our website, and the date at the top of this document shows when it was last changed.

10 Contact

Questions about this policy or your personal data? Contact us at sales@boshomogenisers.com or call +31 (0)35 303 7190.