

Privacy and cookie statement OnlineHoortoestel.nl BV

July 1, 2019

Privacy-sensitive data, or personal data, is processed through our webshop. OnlineHoortoestel.nl BV considers careful handling of personal data of great importance. Personal data is therefore carefully processed and secured by us. In our processing, we adhere to the requirements of privacy legislation.

This means, among other things, that we:

- clearly specify our purposes before we process personal data, through this privacy statement;
- limit our collection of personal data to only the personal data necessary for legitimate purposes;
- first ask for explicit permission to process your personal data in cases where your permission is required;
- take appropriate security measures to protect your personal data and also requirements of parties that process personal data on our behalf;
- respect your right to provide, correct or delete your personal data on your request.

OnlineHoortoestel.nl BV is responsible for data processing. In this privacy statement we explain which personal data we collect and use and for what purpose at the webshop www.onlinehoortoestel.nl. We recommend that you read it carefully.

If you have any questions or would like to know exactly what we keep about you, please contact OnlineHoortoestel.nl BV.

Handling the order

When you place an order with us, we use your personal data to handle it properly. We may then give your personal data to our delivery service to have the order delivered to you. We also receive information about your payment from your bank or credit card company. For this we use your e-mail address, telephone number and name and address details. We do this on the basis of your consent. We keep this information for up to two years after your order has been completed. We keep certain customer data longer in connection with the statutory fiscal retention obligation.

Provide to third parties

We work with certain companies that may receive your above-mentioned personal data from us.

Advertisement

We would like to send you advertisements about offers and new products or services.

We do this:

- by telephone. You can object to this advertisement at any time. You can indicate this when you receive a call. Disclosure to other companies or institutions With the exception of the aforementioned partners, we will under no circumstances give your personal data to other companies or institutions, unless we are legally obliged to do so (for example, if the police requires this when a crime is suspected).

Statistics

We keep statistics on the use of our web shop Cookies Our web shop uses cookies. Cookies are small files in which we can store information so that you do not have to enter it every time. But we can also see that you are visiting us again. When you visit our webshop for the first time, we show a notification with an explanation about cookies. We will hereby ask for your consent to the use of

these cookies. You can disable the placing of cookies via your browser, but some things in our webshop will no longer work properly.

Google Analytics

We use Google Analytics to keep track of how visitors use our webshop. We have concluded a processor agreement with Google. It contains strict agreements about what they are allowed to keep.

Security

Security of personal data is very important to us. We ensure that your data is properly secured with us. We constantly adjust security and pay close attention to what can go wrong. Data protection officer

We have appointed a so-called data protection officer. This person is responsible for privacy within our organization. Our data protection officer is called Tamara Luckel and can be reached by email at tamara@onlinehoortoestel.nl and by telephone on 0353039100 for all your questions and requests.

Changes to this privacy statement

We reserve the right to make changes to this privacy statement. It is recommended that you regularly consult this privacy statement so that you are aware of these changes. We will do our best to also announce changes separately.

Access, change and delete your data If you have questions or want to know which personal data we have about you, you can always contact us.

See the contact details below.

You have the following rights:

- receive an explanation of what personal data we have and what we do with it
- access to the exact personal data that we have
- having errors corrected
- having outdated personal data removed
- withdrawal of consent
- object to a particular use

Please make sure that you always clearly state who you are, so that we can be sure that we do not modify or delete data from the wrong person.

To file a complaint

If you feel that we are not helping you in the right way, you have the right to file a complaint with the supervisory authority. This is called the Dutch Data Protection Authority.

Contact details

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