

## **Privacy Policy Etrias**

Privacy-sensitive data, or personal data, is processed on our online store. Etrias considers the careful handling of personal data as being of great importance. Personal data is therefore carefully processed and securely handled by our company.

When processing data, we comply with the requirements set by privacy legislation. That means, among other things, that:

- We clearly state the purposes for which we process personal data. We do this via this privacy statement;
- We restrict our collection of personal data to the personal data necessary for legitimate purposes only;
- We first ask you for explicit permission to process your personal data in cases where your permission is required;
- We take appropriate security measures to protect your personal data and also have requirements for third parties that process personal data on our behalf;
- We respect your right that we must provide your personal data at your request for inspection, correction, or deletion.

Etrias is responsible for data processing. In this privacy statement we explain which personal data we collect and use and for what purpose. We advise you to read this carefully.

This privacy statement was last modified on 01-10-2017 00:00:00

### **Use of personal data**

When using our webshop, we obtain certain information from you, which may be personal data. We only keep and use the personal data provided by you directly within the framework of the service you have requested, or when it is made clear that information will be provided to us to process.

We use the following data for the purposes mentioned in this privacy statement:

- Name
- Address
- Phone number
- Billing Address
- E-mail address
- Payment Details
- Sex
- Date of birth
- IP address

## **Registration**

In certain areas of our webshop you must first register. After registration, we save the personal data you have provided via the user name you have chosen. We keep this information so that you do not have to enter it every time you use our website and so that we can contact you in the context of the execution of the agreement.

We will not pass on the data linked to your user name to third parties, unless this is necessary in the context of the implementation of the agreement that you conclude with us, or unless this is legally required. In case of suspicion of fraud or abuse of our webshop, we can hand over personal data to the competent authorities.

## **Access portal**

With our portal you can gain access to a management environment where you can set up, specify, and change your own affairs.

## **Order management**

When you place an order with us, we use your personal data for the processing thereof. If necessary for proper processing, we can also provide your personal data to third parties. You can read more about this later in the privacy statement.

## **Advertising**

We can, in addition to the information on our website, also inform you of our new products and services:

- By e-mail

## **Contact forms and newsletters**

In our webshop we offer the possibility to ask questions by means of a contact form, where you are asked to fill in various details to deal with your question. You choose which information you provide. The data that you send us will be kept for as long as the nature of the form or the content of your e-mail is required for the complete answering and processing thereof.

We offer a newsletter in which we want to inform interested parties about our products and / or services. Each newsletter contains a link with which you can unsubscribe. Your email address is automatically added to the list of subscribers.

## **Publication**

We do not publish your customer data.

## **Provision of data to third parties**

We can pass on your details to our partners when these partners are involved in the implementation of the agreement.

### **\*\* Cookies \*\***

Cookies are used on our webshop. Cookies are also placed via third parties that are enabled by us.

When you first visit our online store, a notice is displayed in which we explain why we use cookies. We understand your further use of our web store as permission for the use of cookies.

You are free to disable cookies through your browser. Keep in mind that it is possible that our website will no longer work optimally.

We have made agreements with third parties who place cookies on our website. However, we do not have complete control over what the providers of these applications themselves do with the cookies when they use the data from them. For more information about these applications and how they deal with cookies, please see the privacy statements of these parties (note: they can change regularly).

## **Google Analytics**

We use Google Analytics to keep track of how visitors use our web store. We have a processor agreement with Google to make agreements on the handling of our data. Furthermore, we have not allowed Google to use the obtained Analytics information for other Google services. We do not anonymise IP addresses.

## **Security**

We take security measures to limit misuse of and unauthorized access to personal data.

## **Retention periods**

The personal data described above is retained for as long as necessary to process your orders, including the warranty period. We then store data for a maximum of one year for the statistical purposes described. The data will then be erased, unless there is a statutory obligation that requires longer storage (such as the seven-year fiscal retention obligation for payment data).

### **Third party websites**

This privacy statement does not apply to websites of third parties that are connected to our webshop by means of links. We cannot guarantee that these third parties handle your personal data in a reliable or secure manner. We encourage you to read the privacy statements of these websites before using these websites.

### **Changes to this privacy statement**

We reserve the right to make changes to this privacy statement. It is advisable to consult this privacy statement regularly so that you are aware of these changes.

### **Viewing and changing your data**

For questions about our privacy policy or questions regarding access and changes to (or deletion of) your personal data, you can contact us at any time via the information below.

You can also send us a request to view, change, or delete this data. You can also submit a request for us to export data that we use with your consent, or provide a motivated statement that you want us to limit the processing of personal data.

To prevent misuse, we can ask you to identify yourself adequately. When it comes to access to personal data linked to a cookie, you must send a copy of the cookie in question. You can find these in the settings of your browser. If the data is not correct, you can request us to change the it or have it removed.

### **Authority Personal Data**

We would of course be happy to help you if you have complaints about the processing of your personal data. Under privacy legislation, you also have the right to file a complaint with the Information Commissioner's Office (ICO) against the processing of personal data. You would need to contact ICO to do this.

### **Contact details**

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