

Privacy statement SoapQueen

Since 26 may 2018

Last update: 23-04-2024

Your privacy is of great importance to SoapQueen. We therefore comply with the privacy law. This means that your data is safe with us and that we always use it properly. In this privacy statement we declare how we use your data obtained through the web shop www.online-zeepwinkel.nl.

In case you have any questions, or if you would like to know what information we exactly keep track of, please contact SoapQueen.

Processing orders

Once you place an order at SoapQueen, we use your personal data in order to process your request. We may then provide your personal data to our delivery service to have the order delivered to you. We also receive information regarding your payment from your bank or credit card company.

For this, we use your company name and VAT number, name and address, gender, email address, phone number and billing address. We have a legitimate interest in this. We keep this information for two years after your order was processed and seven years after that (this is a legal obligation of retention).

Providing to third parties

We cooperate with certain companies that can receive the above-described information from us.

For the processing of the order we cooperate with:

- Our payment provider Mollie
- AfterPay
- Our postal service MyParcel (PostNL)

Statistics and profiling

We keep track on statistics regarding the use of our web shop. With these statistics we are able to improve the website by, for example, only show you the relevant information. We may combine your personal data in order to learn more about you. Of course we will respect your privacy at all times. In case you do not want this, you can always report this to us.

For this we use your telephone number, email address, order behavior, name and address, billing address, date of birth and gender. We have a legitimate interest in this. The information remains with us for a year.

Contact form and Newsletter

Using the contact form you can ask questions or make requests.

For this we use your billing address, email address, phone number, name and address, Chamber of Commerce number and VAT number. We have a legitimate interest in this. We keep this information until we are sure that you are satisfied with our response and six months thereafter. This way we can easily access the information by follow-up questions. We can also train our customer service to improve.

You can subscribe to our newsletter. Here you can read our news, tips and information about our products and services. You can unsubscribe at all times. Every newsletter contains an unsubscribe link. You can also request this via your account. Your email address will only be added to the list of subscribers with your permission. This information stays with us for three months after unsubscribing.

Your account

For certain links on our web shop you need to register first. You will have to provide us with your information and a username. We create an account with which you can log in with the chosen username and a password of your choice.

For this we use your name and address, telephone number, email address, Chamber of Commerce number, VAT number, website, and billing address. We have a legitimate interest in this. We keep the information until you decide to cancel the account.

We keep the information so that you do not have to re-enter your information every time and so that we can reach out to you more easily when needed with the web shop. You can adjust information via your account whenever you want.

Promotion

We would like to provide you with our promotions and special offers or new products and services. We do this:

- Per email
- Through social media

You can object to the promotions at all times. Every email contains an unsubscribing link. You can block us or use the unsubscribe option. You can also request this via your account.

Location data

Sometimes it is necessary for our web shop www.online-zeepwinkel.nl to find out your location. We request this separately and only if you accept this request, we will receive this information.

For this service we use the navigation- and location software on your mobile phone, tablet or computer. We do not have any control on what the creators of this software (like Google Maps) do with this information. Therefore we recommend to always read their privacy statements as well.

Provision to other companies or institutions

With the exception of aforementioned partners, we will not, under any circumstances, provide your information to other parties or institutions, except if we are legally obliged (for example if the police requests this if there is a suspicion of a crime.)

We included social media buttons in our website. The administrators of these services collect your personal data.

Cookies

Our web shop uses cookies. Cookies are small files where we can store information so that you do not have to re-enter your information every time. We can also see that you visit our web shop again.

When you visit our website for the first time, we show a notification with explanation about cookies. We will request you to accept the usage of cookies.

You can disable the placing of cookies via your browser, but some functions on our website will not work properly.

Google Analytics

We only use Google Analytics for the soapqueen.nl website. This is to keep track of how visitors visit our website. We have concluded a processing agreement with Google. This contains strict agreements about what they are allowed to keep. We have not allowed Google to use the obtained Analytics information for other Google services. We do not let Google anonymize the IP addresses.

The web shops online-zeepwinkel.nl and soapqueen.eu are **NOT** linked to Google Analytics.

Security

Security of personal data is of great importance to us. We ensure that your information is safe with us. We adjust our security systems and always keep in mind what could go wrong.

Changed in this privacy statement

When we change our web shop, we have to adjust our privacy statement as well. Always check the date at the

top of this document and regularly check if we have uploaded an updated version. We will do our best to communicate adjustments separately as well.

Access, change and delete data

If you have any questions or if you want to know which information we exactly have of you, you can always get in contact with us. You can find our contact details below.

You have the following rights:

- receive explanation on what personal data we have and what we do with this information
- access in the exact personal data we have
- to have errors corrected
- to remove the outdated personal data
- withdrawing permission
- object to a certain usage of personal data

Please note that you always clearly explain us who you are, so we can ensure that we do not remove or adjust information from the wrong person.

Submit 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 supervisor. This is called the Dutch Data Protection Authority.

Contact information

SoapQueen
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4614RX Bergen op Zoom
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