

Your privacy is important to us. We work according to the privacy law. In this privacy statement we explain what we do with information we learn about you as you use our services. If you have any questions, or want to know what exactly we track, please contact us.

### **Use of the website/business orders:**

When ordering, you give us an email address and choose your possibly a password to secure your own web account. Thus we make a customer account, on which you can log in with your completed email address and self-selected password. Our order form can be completed using different personal data. These are used for providing our goods and/or services. Among other things, to send invoices and goods, in order to receive payments, in order to answer your questions and to send messages to the e-mail address specified by you. This includes the following information: your email address, name and address, telephone number, billing address and payment information.

Business relations we ask for address details and contact data of departments and officials, commercial register and VAT number.

The collected data we process for the implementation of your order and/or request, subject to the approval of the terms and conditions. Some of this information we will store up to ten years after processing (due to the legal fiscal data retention). Data that you enter when placing a web order, or sending a message are stored on the servers of our processor My online store. My online store provides a level of security that matches the data to be processed and takes appropriate measures to protect data against loss or any form of unlawful processing. For example, standard usage of a secure SSL connection.

### **Contact us and our newsletter**

If you contact us, for example by email, then we process the data provided by you only for the purpose of your question or request. We will retain this information until we know for sure that you are happy with our response and up to five years after that. So we can address the information there in follow-up questions. We can use it also to train our customer service even better to be able to help. You can subscribe to our newsletter. Here you can read news, tips and information about our products and/or services. Every newsletter contains an unsubscribe link. If you opt out from a type of newsletter we will remove your email address from the list of recipients.

### **Cookies and similar techniques**

On our website we use cookies. More information on this can be found in our cookie statement.

### **Other parties**

We give your personal data to other companies or agencies as needed for our service or if we are required by law to do so. The parties that we need for the implementation of the agreement are:

- Pay services such as Mollie and Paypal;
- My Online store BV (the software of the website, your information is provided on their servers)
- Parcel services Post NL, DPD and DHL (need to know where to deliver it)
- LCK GmbH (in case of specific questions, orders)
- Business customers be included in a separate administration shared with our accountant and, where appropriate, the tax authorities.

In addition, other parties collecting information about the use of the website:

- Google
- Facebook,

Personal data may also be provided to competent authorities by us, if the law says this must. An example is that when a suspicion of fraud reported to the police can be done.

## **Security**

Security of personal data is important to us. We ensure that your data is secure with us. In close cooperation with the administrator of our systems we update and check if security is still up to date and what could go wrong.

## **Changes to this privacy statement**

When our service changes, we must of course also modify the privacy statement. So pay attention always on the date above and check in regularly to see if there are new versions. We will do our best to announce substantial modifications also apart.

## **Inspect, modify, and delete your data**

If you have any questions or want to know what personal data we have from you, you can always contact us. Please see the contact details below. You have the right to: -explanation to get over what personal data we have and what we do; -access to the precise personal data that we have; -the rectification of errors; -the removal of outdated personal data; -permission that you given; -to object to a particular use.

Please note that you always clearly indicate who you are, so that we know for sure that we do not modify or delete data from the wrong person.

## **Comments or complaints?**

If you find that we you don't help in the right way, then you have the right to complain to the regulator in the country where you are located. In the Netherlands called the supervisor Authority personal data.

Contact  
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Hunneperkade 12  
7418 BT Deventer  
[www.lcknederland.nl](http://www.lcknederland.nl)  
T 0571-270327