

Privacy Policy

PRIVACY POLICY

Yolife Health&Beauty (trade name of IDM Services bv), (hereinafter referred to as "we", "us" and/or Yolife Health&Beauty) is committed to protecting the privacy of the personal data you submit to us. We also think it is important to inform you about how we use this data.

Yolife Health&Beauty handles your personal data with care. By personal data we mean the information that can be traced to a person, for example a name, a home address or an e-mail address. The protection of this data is regulated in the Personal Data Protection Act (Wbp) and also takes place in accordance with the AVG regulations. This law helps to protect your privacy and also applies to personal data collected via the internet.

Personal data will only be processed and stored, according to this Law, if this is expressly notified. Yolife Health&Beauty therefore also clearly states for which purposes the data is stored. Your personal data will only be used for the purpose for which you gave it.

COOKIE POLICY

This website uses cookies. Cookies are small, simple text files that your computer, tablet or mobile phone receives when you visit our website. For example, cookies can be used to save future usernames, passwords and personal settings, so that you do not have to re-enter your data the next time you use it.

Our website(s) use different types of cookies, for example, there are cookies that are necessary for our website(s) to work correctly, cookies to increase your surfing comfort so that you do not have to repeat the same information or receive it and make your surfing about you to make relevant offers derived from the interest shown on our website(s). Also possibly outside our website (Facebook Pixel), and to improve third-party cookies for the content and operation of our website(s) (including Google Analytics). All this data is and will remain completely anonymous.

Most internet browsers place cookies and let you know in advance when a cookie is placed. Cookies can also be deleted, but you can only do this yourself as they are stored on your computer. Consult the manual of your browser for this.

BROWSE WITH A SECURE CONNECTION

During your visit to our website, all your data is encrypted and sent to us via a secure connection. You can recognize the secure connection by the lock at the bottom right of the browser, or by the green address bar and/or lock at the top of your screen. In this way we offer you maximum security, this excludes fraud or theft of your data.

MODIFY PRIVACY AND COOKIE POLICY

This policy may be amended from time to time. We therefore ask visitors and users of our sites to regularly review our privacy policy.

PERSONAL DATA WE COLLECT

We collect your data in order to work efficiently and to offer you the best experiences with our products and services. You provide us with some of this information (optionally) directly when you contact us via the contact form or order online from us.

Information we collect via the contact form:

Last Name, First Name, Email Address, when applicable Address information

Information we collect via the webshop:

In order to execute the agreement you have concluded with us, we collect your name, e-mail address, delivery address(es), product information, payment details and your telephone number. By law, we must keep the data related to your order for 7 years.

Customer survey data:

We like to receive reviews. And our customers too. Because reviews help you find what you're looking for. When you write a review, you choose whether personal information or your name is visible to other visitors. You can also use an alias. You can also indicate whether we may contact you about your review. We only post reviews with your permission. Because reviews are valuable to customers for a long time, we keep a review until you ask us to remove it.

WHAT DO WE USE THIS PERSONAL DATA FOR?

The personal information you provide us with may be used to:

- process your financial transactions;
- send you confirmations for an order
- manage a relationship with you
- respond to customer service requests, questions and problems;
- manage your account;

We do not use your personal information for marketing purposes, promotional materials, communication, or newsletters, unless we have your express consent. You can sign up for our various newsletters. This way you stay informed of our offers, promotions and our news. We have general and personal newsletters. If you no longer wish to receive newsletters from us, you can unsubscribe at any time.

HOW LONG DO WE KEEP PERSONAL DATA?

We do not keep your personal data for longer than is strictly necessary to achieve the purposes set out in this privacy statement. By law we must keep the data related to your order for 7 years.

TRANSFER OF DATA TO THIRD PARTIES

We also share personal information with certain companies that provide services on our behalf. We only share the personal information that is necessary for them to provide these services. We require, from any company with whom we may share this personal information, to protect the data in a manner that is consistent with this policy and to limit the use of such personal information to Yolife Health&Beauty's performance or services.

Below you can find a list of these sub-processors:

We work together with various logistics partners, such as PostNL, Global Mail Center and various courier companies such as DHL, GLS, Fedex. Our logistics partners receive your name and delivery address from us. They need this information to deliver your package to the address you have chosen.

In order to notify our customers of potentially interesting information and promotions, emails and/or information are sent by post from time to time.

Yolife Health&Beauty uses one or more third party companies specialized in credit card processing to send you bills for the use of our goods and services. To the best of our knowledge, these companies do not hold, share, or store any personally identifiable information for any other purpose.

DATA RESPONSIBILITIES AND PROCESSORS

Your data can be processed by all employees of our office and fulfillment service provider in the context of performing their tasks. The responsibility for the processing is borne by the statutory managers of the company.

WEBSITE VISIT

General visitor data is kept on our website, including the IP address of your computer and the time of retrieval of data that your browser sends. This data is used for analyzes of visit and click behavior on the website. We use this information to improve the functioning of the website. This data is anonymized as much as possible and is not provided to third parties.

CHILDREN

We do not intend to collect personal information from minors. Do not enter any information on this site or use our services if you are under the age of 18. If you believe that your minor child has entered any personal information, please contact info@yolifehealth.eu to have the data removed and to close the child's account.

SECURITY OF YOUR PERSONAL DATA

We are committed to protecting the security and confidentiality of your personal data. We use appropriate technical and organizational measures in such a way that the processing complies with the requirements of national and European legislation.

YOUR RIGHTS

Right of access and inspection

You have the right to get an insight into your personal data at any time free of charge, as well as the use we make of your personal data. We also store your order history including selected delivery options in your account. In addition, we store the interests you have specified in your account.

Right of correction, deletion and limitation

You always have the right to request us to correct, fill in or delete your personal data. You acknowledge that in the event of refusal of communication or request for deletion of personal data, certain services and products will not be available. You may also request that the processing of your Personal Data be restricted.

Right to object

You also have a right to object to the processing of your personal data for serious and legitimate reasons. In addition, you always have the right to object to the use of personal data for direct marketing purposes; in such case you do not have to give reasons.

Right of free data portability

You have the right to obtain your Personal Data processed by us in a structured, commonly used and machine-readable form and/or to transfer it to other responsible parties.

Right to withdraw consent

When the processing is based on your prior consent, you have the right to withdraw this consent.

Right to lodge a complaint

You have the right to submit a complaint about the way in which we handle your data. If you have a complaint, we prefer to solve it ourselves. You can always communicate this via info@yolifehealth.eu. Finally, you have the right to address your complaint to the Dutch Data Protection Authority.

For further questions about this, you can always contact us via info@yolifehealth.eu.