

Privacy Policy Metis Retail

ABOUT OUR PRIVACY POLICY

Metis Retail cares deeply about your privacy. We therefore only process data that we need for (improving) our services and we handle the information we have collected about you and your use of our services with care. We never make your data available to third parties for commercial purposes.

This privacy policy applies to the use of the website and the services provided by Metis Retail. The starting date for the validity of these conditions is 19/05/2021, with the publication of a new version the validity of all previous versions is canceled. This privacy policy describes what information about you is collected by us, what this information is used for and with whom and under what conditions this information may be shared with third parties. We also explain to you how we store your data and how we protect your data against misuse and what rights you have with regard to the personal data you provide to us.

If you have any questions about our privacy policy, please contact us, you will find the contact details at the end of our privacy policy.

PURPOSE OF THE DATA PROCESSING

GENERAL PURPOSE OF THE PROCESSING

We only use your data for the benefit of our services. This means that the purpose of the processing is always directly related to the order you provide. We do not use your data for (targeted) marketing. If you share information with us and we use this information to contact you at a later time – other than at your request – we will ask you explicitly for this. Your data will not be shared with third parties, other than to meet accounting and other administrative obligations. These third parties are all bound by confidentiality on the basis of the agreement between them and us or an oath or legal obligation.

AUTOMATICALLY COLLECTED DATA

Data that is automatically collected by our website is processed with the aim of further improving our services. These data (for example your IP address, web browser and operating system) are not personal data.

COOPERATION IN TAX AND CRIMINAL INVESTIGATIONS

In some cases, Metis Retail can be held on the basis of a legal obligation to share your data in connection with government tax or criminal investigations. In such a case, we are forced to share your data, but we will oppose this within the possibilities that the law offers us.

RETENTION PERIODS

We keep your data as long as you are our client. This means that we keep your customer profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also consider this as a request to forget. On the basis of applicable administrative obligations, we must keep invoices with your (personal) data, so we will keep this data for as long as the applicable term runs. However, employees no longer have access to your client profile and documents that we have produced as a result of your assignment.

YOUR RIGHTS

On the basis of the applicable Dutch and European legislation, you as a data subject have certain rights with regard to the personal data that are processed by or on behalf of us. We explain below which rights these are and how you can invoke these rights. In principle, in order to prevent misuse, we will only send copies and copies of your data to your already known e-mail address. In the event that you wish to receive the data at a different e-mail address or, for example, by post, we will ask you to identify yourself. We keep records of completed requests, in the case of a request to be forgotten, we administer anonymous data. You will receive all statements and copies of data in the machine-readable data format that we use within our systems. You have the right to file a complaint with the Dutch Data Protection Authority at any time if you suspect that we are using your personal data in the wrong way.

RIGHT OF INSIGHT

You always have the right to view the data that we process or have processed that relate to your person or that can be traced back to you. You can submit a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data to the e-mail address known to us with an overview of the processors who have this data in their possession, stating the category under which we have stored this data.

RIGHT OF RECTIFICATION

You always have the right to have the data that we process or have processed that relate to your person or that can be traced back to you. You can submit a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation that the details have been adjusted to the e-mail address known to us.

RIGHT TO RESTRICTION OF PROCESSING

You always have the right to limit the data that we process or have related to your person or that can be traced back to you. You can submit a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation to the e-mail address known to us that the data will no longer be processed until you cancel the restriction.

RIGHT TO OBJECT AND OTHER RIGHTS

In some cases you have the right to object to the processing of your personal data by or on behalf of Metis Retail. If you object, we will immediately stop the data processing pending the settlement of your objection. If your objection is well-founded, we will make copies and / or copies of data that we process or have processed available to you and then permanently discontinue the processing. You also have the right not to be subject to automated individual decision-making or profiling. We do not process your data in such a way that this right applies. If you believe that this is the case, please contact our contact person for privacy matters.

COOKIES

GOOGLE ANALYTICS

Through our website, cookies are placed from the American company Google, as part of the "Analytics" service. We use this service to keep track of and receive reports on how visitors use the website. This processor may be obliged to provide access to this data on the basis of applicable laws and regulations. We have not permitted Google to use the obtained analytics information for other Google services.

THIRD PARTY COOKIES

In the event that software solutions from third parties use cookies, this is stated in this privacy statement.

CHANGES TO THE PRIVACY POLICY

We reserve the right to change our privacy policy at any time. However, you will always find the most recent version on this page. If the new privacy policy has consequences for the way in which we process already collected data relating to you, we will notify you by e-mail.

ABOUT THE DATA PROCESSING

Below you can read how we process your data, where we save it, which security techniques we use and for whom the data is transparent.

HOSTING & WEB SHOP SOFTWARE

WordPress & WooCommerce

Our webshop has been developed with software from WordPress & WooCommerce, we have chosen Vimexx for our web hosting. Personal data that you make available to us for the benefit of our services will be shared with this party. Vimexx has access to your data to provide us (technical) support, they will never use your data for any other purpose. Vimexx is obliged to

take appropriate security measures on the basis of the agreement we have concluded with them. These security measures consist of the application of SSL encryption and a strong password policy. Regular backups are made to prevent data loss.

PAYMENT PROCESSORS

Mollie

We use the Mollie platform to process the payments in our webshop. Mollie processes your name, address and residence details and your payment details such as your bank account or credit card number. Mollie has taken appropriate technical and organizational measures to protect your personal data. Mollie reserves the right to use your data to further improve the service and to share (anonymised) data with third parties. All the above mentioned safeguards with regard to the protection of your personal data also apply to the parts of Mollie's services for which they engage third parties. Mollie does not store your data for longer than permitted by the legal terms.

SHIPPING AND LOGISTICS

MyParcel & PostNL

If you place an order with us, it is our job to have your package delivered to you. We use the services of MyParcel and PostNL to carry out the deliveries. It is therefore necessary that we share your name, address and residence details with MyParcel and PostNL. MyParcel and PostNL only use this information for the purpose of executing the agreement. In the event that PostNL engages subcontractors, PostNL will also make your data available to these parties.

CONTACT DETAILS METIS RETAIL

Metis Retail

www.metisretail.com

info@metisretail.com

Located in Berkel-Enschot

Chamber of Commerce: 80611222

VAT: NL003463462B59