

Privacy and cookie statement 't Hof der Witte Damen

14 December 2022

Your privacy is of great importance to 't Hof der Witte Damen. We therefore comply with the relevant laws and regulations on privacy, including the General Data Protection Regulation (further: AVG). This means that we:

- **Set out our purposes clearly**, before we process your personal data, through this privacy notice;
- **Storing as little personal data as possible** and only the data necessary for our purposes;
- **Explicitly seek consent** to the processing of your personal data, should consent be required;
- **Take necessary security measures** to protect your personal data. We also impose these obligations on parties processing personal data for us;
- **Respect your rights**, such as the right to access, correct or delete your personal data processed with us.

Your data is safe with us and we will always use it properly. In this privacy statement, we explain everything we do at the web shop 't Hof der Witte Damen with information we learn about you.

If you have any questions or want to know exactly what we track about you, please contact 't Hof der Witte Damen.

Order handling

When you place an order with us, we use your personal data to handle it properly. We may give your personal data to our delivery service to have the order delivered to you. We also receive information about your payment from your bank or credit card company. We use your:

- Payment details;
- Billing address;
- Name and address details;
- Gender;
- Phone number;
- Date of birth;
- E-mail address.

We are required to do this by law. We keep this information, up to two years after your order is completed. We keep certain customer data for longer in connection with legal tax retention obligations.

Contact form

The contact form allows you to ask us questions or make requests. For this, we use your:

- Date of birth;
- Billing address;
- E-mail address;
- Phone number;
- Payment details;
- Gender;
- Name and address details.

We have a legitimate interest in this. We keep this information until we are sure you are satisfied with our response and six months after that. This allows us to easily grab the information when we have follow-up questions. It also allows us to train our customer service to become even better.

Making in-app purchases

You can buy things in our webshop 't Hof der Witte Damen where we use your personal data to complete and register the purchase. For this, we use your:

- Payment details;
- Billing address;
- Gender;
- Name and address details;
- Date of birth;
- E-mail address;
- Phone number.

We are required to do this by law. We keep this information, up to two years after your order is completed. We keep certain customer data longer in connection with legal tax retention obligations.

Advertising

We would like to send you advertising about offers and new products or services. We do this:

- By e-mail;
- Via social media.

You can object to this advertising at any time. Each e-mail contains an unsubscribe link. You can block us or use the unsubscribe option.

Location data

Sometimes it is necessary for our web shop 't Hof der Witte Damen to find out where you

are. We then ask separately if we are allowed to know this and only if you then give your consent will we receive this information.

For this service, we use the navigation and location software on your phone, tablet or computer. We have no control over what the makers of this software (such as Google or Apple) do with it. So always read their privacy statements as well.

Provision to other companies or institutions

With the exception of the parties needed to provide the services mentioned above, we do not under any circumstances provide your personal data to other companies or institutions, except if we are required to do so by law (e.g. if the police demand it in case of suspected crime).

Statistics

We keep statistics on the use of our online shop, but this data is always anonymised .

Our online shop includes social media buttons. With these, the operators of these services collect your personal data.

Cookies

Our webshop uses cookies. Cookies are small files where we can store information so that you do not have to fill it in every time. But they also allow us to see that you are visiting us again.

You can disable the setting of cookies via your browser, but some things from our online shop will then no longer work properly.

We have reached agreements with other companies that place cookies. Nevertheless, we do not have full control over what they themselves do with the cookies. So please also read their privacy statements.

Security

Security of personal data is very important to us. We ensure that your data is properly secured with us. We constantly update security and pay close attention to what can go wrong.

Changes to this privacy statement

When our online shop changes, we naturally also have to update the privacy statement. So always note the date above and check regularly for new versions. We will do our best to communicate changes to you.

Your rights

If you have any questions or want to know what personal data we hold about you, you can always contact us. Please see the contact details below.

You have the following rights:

- Get an explanation of what personal data we have and what we do with it;
- Insight into the exact personal data we hold;

- Getting errors corrected;
- Having outdated personal data deleted;
- Having personal data transferred to another party;
- Withdrawal of consent;
- Limit a particular processing;
- Object to a particular use.

Please ensure that you always clearly indicate who you are, so that we can be sure we do not edit or delete data of the wrong person.

We will in principle comply with your request within one month. However, this period may be extended for reasons related to the specific rights of data subjects or the complexity of the request. If we extend this deadline, we will inform you in good time.

Making a complaint

If you wish to make a complaint about the use of your personal data, please email thofderwittedamen@outlook.be. We will address any complaint internally and communicate this further with you.

If you feel we are not helping you in the right way, you have the right to lodge a complaint with the regulator. This is called the Personal Data Authority.

Contact details

't Hof der Witte Damen
s' Heerwillems 10, 8630 Veurne
8630 West Flanders
E-mail address: thofderwittedamen@outlook.be
Telephone: 0032476989526

Chamber of Commerce number: 779641359