

# Privacy Statement of Grapekeeper B.V.

9 April 2018

During the processing we conform to the requirements of the applicable data protection legislation. This means we:

- **clearly specify our purposes** before we process personal data, by using this Privacy Statement;
- **limit our collection of personal data** to only the personal data needed for legitimate purposes;
- **first ask for explicit permission** to process your personal data in cases where your permission is required;
- take **appropriate security measures** to protect your personal data and we demand the same from parties who process personal data on our behalf;
- **respect** your right to inspect, correct or delete your personal data held by us.

Grapekeeper B.V. is the party responsible for all data processing. In this privacy statement, we will explain which personal data we collect and for which purposes. We recommend that you read it carefully.

## Contact Form and Newsletter

You can use our contact form to ask or questions or make any request.

For this purpose, we use your name and address details. We do this on the basis of your consent. We store this information until we are sure that you are satisfied with our response.

We have a newsletter to inform those interested of our products and/or services. Each newsletter contains a link with which to unsubscribe from our newsletter. You can also use your account to do this.

Your e-mail address is automatically added to the list of subscribers. We store this information until you cancel your subscription.

## Handling your order

We will use your personal data when handling your order. We may share your data with the delivery service to have your order delivered. We may also obtain information on your payment from your bank or credit card company.

For this purpose, we use your name and address details. We need this data because of our agreement with you. We store this information for one year after your order has been completed and seven years thereafter (the legal retention period).

## Registration

Certain features of our service require you to register beforehand. You will have to provide some information about yourself and choose a user name and password for the account that we will set up for you.

For this purpose, we use your name and address details and profile picture. We need this data because of our agreement with you. We store this information until you close your account.

We will retain this data so that you do not have to re-enter it every time you visit our website, and in order to contact you in connection with the execution of the agreement, invoicing and payment, and to provide an overview of the products and services you have purchased from us.

## Promotion

Other than the advertisements on the website, we can inform you about new products or services:

- by e-mail
- via social media

You can object at all times against this promotional communication. Every e-mail contains a cancellation link. You can block us or use the cancellation option. You can inform us through your account.

## Publication

When using our service, the following data is published so as to be visible to everyone on the Internet:

You choose which information you publish. You could be traced with this information.

### **Providing Data to Third Parties**

We may provide your data to our partners. These partners are involved in the execution of the agreement. Our website features social media buttons. These buttons are used by the providers of these services to collect your personal data.

### **Statistics**

We keep statistics on the use of our website.

### **Google Analytics**

We use Google Analytics to track visitors on our website and to get reports about how visitors use the website. We accepted the data processing agreement from Google. We do allow Google to use information obtained by Analytics for other Google services, and we don't anonymize the IP-addresses.

### **Security**

We take security measures to reduce misuse of and unauthorised access to personal data. We take the following measures in particular:

- Access to personal data requires the use of a user name and password
- After receipt, the data will be stored in a separate system
- We make use of secure connections (Secure Sockets Layer of SSL) to encrypt all information between you and our website when entering your personal data

### **Changes to this Privacy Statement**

We reserve the right to modify this statement. We recommend that you consult this statement on a regular basis, so that you remain informed of any changes

### **Inspection and Modification of your Data**

You can always contact us if you have any questions regarding our privacy policy or wish to review, modify or delete your personal data.

You have the following right:

- Being informed on which personal data we have and what we are using it for;
- Inspection of the personal data that we keep from you;
- Having incorrect data corrected;
- Request to delete outdated personal data;
- Revoke your consent;
- Object to certain uses.

Please not that you always make clear who you are, so that we can assure we do not modify or remove the data from the wrong person.

### **Complaints**

If you think that we are not helping you in the right way, you have the right to lodge a complaint at the authority. For The Netherlands, this is the Autoriteit Persoonsgegevens.

### **Contact details**

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