



Privacy Policy Pottery Pots B.V.

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Pottery Pots BV ("Pottery Pots") treats your personal data with the utmost care and confidentiality. Although Pottery Pots processes relatively little personal data, it still finds it important to inform you about the way in which your Personal Data is processed and secured by Pottery Pots. Pottery Pots does its utmost to process your personal data carefully and is committed to this.

In this privacy statement you will find more information about what Personal Data Pottery Pots processes, what Pottery Pots uses this Personal Data for, on which legal basis and for what purposes Pottery Pots processes this Personal Data, when Pottery Pots shares the Personal Data with Third Parties, when they ask processors to process the Personal Data and what rights you have in regard to this Personal Data.

1. Definitions

In this privacy statement, the following definitions apply:

- a) processor: a natural or legal person, a government agency, a service or other executive agency that processes Personal Data for the benefit of Pottery Pots;
- b) third party: anyone other than: you, Pottery Pots, a processor, or any person who is authorized to process Personal Data under the direct authority of the controller or processor;
- c) you: the person whose Personal Data is processed by Pottery Pots.
- d) personal data: any data that relates to you and can be traced back to you, in particular by means of an identifier such as a name, an identification number, location data, an online identifier or one or more elements that are characteristic of the your physical, physiological, genetic, psychological, economic, cultural or social identity;
- e) consent: any free, specific, informed and unambiguous expression of will by which you accept the processing of your Personal Data by means of a statement or unambiguous active action;
- f) provision of Personal Data: the disclosure or making available of Personal Data;
- g) processing of Personal Data: an operation or set of operations with regard to Personal Data or a set of Personal Data, whether or not carried out via automated processes, such as the collection, recording, ordering, structuring, storage, updating or changing, requesting, consulting, use, disclosure, transmission, distribution or otherwise making available, aligning or combining, blocking, deletion or destruction of data

2. Which (Personal) data does Pottery Pots process and when?

Which Personal Data

Pottery Pots processes more data than just Personal Data, but Pottery Pots only processes (Personal) data that are strictly necessary for the purposes for which they are collected. For example, the following Personal Data can be collected:

- Trade name and other company information;
- First and last name;
- Gender;
- Business and postal address;
- Chamber of commerce number;
- Date of birth;
- Telephone number (Office & Cell);
- E-mail address;
- Skype name (if applicable);
- Social media account names;
- Communication with you, such as chat messages via social media, contact with the Pottery Pots Customer Service or Support department, if you fill in a contact form on one of its websites, which newsletters your company wishes to receive, as well as information about whether a newsletter has been opened and which link was clicked in an email;
- Information that Pottery Pots receives from the social media provider (including Facebook, Twitter, Instagram, LinkedIn, Pinterest), depending on your social settings;
- Client number;
- Login information for Pottery Pots' website;
- Order history;
- Order numbers;
- Quotation numbers;
- Invoice numbers;
- Our communication with you, such as chat messages via social media, contact with our Customer Service, Support department
- Portraits (when using a Gravatar in social media responses);
- Financial details of your company, such as the VAT number and if your company can buy on account, also the bank account number.

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Pottery Pots collects your Personal Data in the following situations:

- a) When you contact Pottery Pots directly or indirectly, Pottery Pots processes the provided Personal Data, such as the contact details provided by email, post or by telephone, but also the information provided during an (introductory) conversation or during other contact moments;
- b) When you provide information to Pottery Pots under an agreement, for example by email, post or telephone;
- c) When you place an order;
- d) When you provide data as a partner of Pottery Pots, for example by e-mail, by post or by telephone;
- e) When someone sends an order directly to you. Then Pottery Pots will receive your name and address details. We may also receive information from other parties, but only if you have given those parties permission to provide certain information to Pottery Pots.

In addition, Pottery Pots may obtain Personal Data from other sources, such as information available through the Trade Register of the Chamber of Commerce, the Land Registry and on (other) public websites and / or social media.

3. Purposes of processing of Personal Data and bases

The Personal Data obtained by Pottery Pots will only be processed if this is permitted under the General Data Protection Regulation (hereinafter: "GDPR") and for the purposes described below.

Contact

You can contact Pottery Pots customer service 24/7. With Pottery Pots you can call, e-mail or send a message via social media, such as Twitter, Instagram, LinkedIn and Facebook.

Pottery Pots will be able to help faster by saving your data. Pottery Pots therefore keeps notes about customer contact as long as you are an active customer.

A telephone conversation can be recorded for training and analysis purposes. Pottery Pots has a legitimate interest to use these interactions to improve its services. Pottery Pots saves the phone call for a month.

When you send Pottery Pots a private message via Twitter, Instagram, LinkedIn or Facebook, the messages are stored by Pottery Pots for a maximum of six months, or shorter if you have previously deleted the message yourself.

Pottery Pots is happy to send you a newsletter / mailing, because you are a customer or because you have registered yourself. Pottery Pots therefore processes your personal data to be able to send you information and news. Pottery Pots offers the option to unsubscribe under each newsletter. Pottery Pots will retain your data for this purpose until you unsubscribe.

The execution of an agreement in which you are a party

In order to execute the agreement in which you are a party, Pottery Pots needs personal information from you. In any case, Pottery Pots will process this data during the agreement and as long as the limitation period has not expired. When you order from Pottery Pots, it needs certain information from you to be able to deliver this order and to keep you informed about your order, or to handle your questions and / or complaints. This information is also required for any returns or repairs. In short, the data is necessary to perform the agreement that you have concluded with Pottery Pots (or one of its partners). By law, Pottery Pots must keep the data related to your order for seven years.

Information in your account

In your personal account, Pottery Pots stores a number of personal details. Pottery Pots also saves your order history. It is Pottery Pots' wish to make ordering easy. Therefore, Pottery Pots stores the data in your account as long as you are an active customer of Pottery Pots. If you have not logged in to Pottery Pots for seven years, it will delete all your data. In addition, you can request to have your data deleted at any time.

Quotations

If you request a quotation from Pottery Pots, Pottery Pots processes company and personal data in order to be able to send a targeted quotation. Pottery Pots stores quotes for eight years. It is her legal administrative duty to be able to demonstrate what has preceded an invoice

Compliance with a legal obligation.

Pottery Pots also processes Personal Data if it is legally obliged to do so, such as information that it needs for the tax return.

Other purposes for the use of Personal Data

Pottery Pots may also use the Personal Data for purposes other than those described above, such as for quality and management purposes, internal controls, audits and reviews;

Principles

The Personal Data will generally only be processed if this is necessary for the execution of an agreement in which you are a party. In some of the above cases, Pottery Pots has a legitimate interest to process data. Pottery Pots has weighed its interest, for example the interest in safeguarding its own evidence and legal position, against the privacy interests of the person whose personal data it processes on the basis of this basis. Pottery Pots will not process more data than is necessary to achieve its goal and to safeguard its legitimate interests.

4. Security

Pottery Pots maintains a level of security for the processing of the Personal Data, which, within the possibilities of the current techniques, is sufficient to prevent unauthorized access, modification, publication or loss of your Personal Data. These measures ensure a level of security appropriate to the data that Pottery Pots processes.

The security of your Personal Data is of course also related to the level of security you use. Therefore, you should ensure that you are careful with addressing your email or correspondence through any other medium, the access and security of your email account that you use for confidential communications with Pottery Pots.

5. Right to inspection and deletion

You have the right to request your Personal Data from Pottery Pots or to request Pottery Pots to change or delete them. For some Personal Data, Pottery Pots may be required by law to keep it. Pottery Pots cannot change and / or delete these Personal Data at your request.

In some cases, you also have the right to obtain your Personal Data that you have provided to Pottery Pots in a structured, common and machine-readable form and you have the right to transfer that data, if the processing is carried out by Pottery Pots in a manner which the right to data portability has been granted in applicable laws and regulations.

To use your above rights, you can send an email to sales@potterypots.nl. Keep in mind that after Pottery Pots has changed or deleted your data at your request, it may be that this data will be in its backups for some time until those backups are also deleted.

6. Third parties

Pottery Pots will not pass on your Personal Data to Third Parties without your permission, unless:

1. this is necessary in the context of the implementation between the agreement between you and Pottery Pots;
2. Pottery Pots is obliged to pass on Personal Data to government agencies on the basis of a legal obligation or in an emergency, such as when a court order imposes an obligation to provide Personal Data to third parties. Only the data that we are obliged to provide will be provided; and / or
3. there is a reorganization or (partial) transfer of business activities at Pottery Pots with the result that Pottery Pots must transfer Personal Data to another organization;
4. the transfer of Personal Data takes place to service providers of Pottery Pots who are engaged to provide services on behalf of Pottery Pots;
5. Personal Data is transferred to clients, partners or customers of Pottery Pots in the context of the execution of the agreement.

7. Processors

Pottery Pots may engage third parties to process your Personal Data. These third parties (processors) only process your Personal Data on behalf of Pottery Pots and Pottery Pots has processing agreements with all these third parties that comply with the requirements of the GDPR.

8. Applicable law

In addition to the GDPR, this privacy statement is subject to (other) Dutch law. If versions of this privacy statement in other languages show discrepancies or lead to differences in interpretation, the version in the Dutch language will prevail. All disputes under or in connection with this privacy statement will be submitted exclusively to the competent court in the Netherlands.



9. Contact Pottery Pots

If you have any questions about this privacy statement, please contact Pottery Pots:

Pottery Pots B.V.
Finlandlaan 7
2391PV Hazerswoude-dorp
The Netherlands

Telephone number: +31 88 445 6600
E-mail address: sales@potterypots.nl
Chamber of commerce: 34185494

10. Submit a complaint to the Dutch Data Protection Authority

In the unlikely event that you are not satisfied with the way Pottery Pots handles your Personal Data, you can always submit a complaint to the Dutch Data Protection Authority via their website (www.autoriteitpersoonsgegevens.nl) or via their free telephone number (+31 088 - 1805 250).

11. Amendments

This privacy statement can be changed from time to time, for example because the laws and regulations change. The most current privacy statement can always be found on this website. When the privacy statement is thoroughly revised, Pottery Pots will at least report this on the Website.

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