

Privacy Policy

This website is the property of Flexbrand B.V.

Visiting address:

Moezelhavenweg 67

1043 AM Amsterdam

Chamber of Commerce registration number: 34283029

VAT number: NL8184.69.110.B01

Flexbrand B.V. processes your data in accordance with the following privacy policy:

General

Flexbrand B.V. respects the privacy of all users of the site and ensures that all your personal data is treated confidentially. When you visit our site, various information is collected to offer you optimum service. This Privacy Statement explains exactly which data is processed, what is done with your data and what rights you have. Flexbrand B.V. ensures that, in accordance with applicable laws and regulations, the correct reports have been made to the Dutch Data Protection Authority.

What information is collected and processed by Flexbrand B.V.?

The data provided to Flexbrand B.V. for processing consists of two categories. On the one hand, this is data that you enter yourself on the input screen when placing an order via the site. This data relates to your identity (such as name, address, e-mail, etc.). It also includes information related to the payment method you have chosen. On the other hand, there is the so-called "traffic data" of site visitors. This is how the IP address of your computer is registered. We also monitor your surfing behaviour on the site of Flexbrand B.V. This data is used solely to improve the service and content of our site. The data is only used for internal use and is not passed on to other organizations for commercial purposes.

What does Flexbrand B.V. do with your data?

The purpose of processing the data is to process your order, the payment thereof and the delivery to the correct delivery address, to promote the user-friendliness of the site, to be able to request your experiences with Flexbrand B.V. , to be able to serve you even better and to be able to make interesting offers, promotions and such for you, or to provide information or news bulletins that are relevant to you. The personal data is only processed for the purposes stated above. Flexbrand B.V. has no partnerships or special relationships with third parties on the internet.

Security

Flexbrand B.V. has introduced the necessary security provisions to prevent the loss, unlawful use or modification of information that Flexbrand B.V. receives on the site. All data is encrypted and sent via secure connections. Flexbrand B.V. uses a security level that is appropriate to the nature of the data to be protected.

Your rights

You can always contact Flexbrand B.V. to request what information about you is being processed. An e-mail or letter can be sent to Flexbrand B.V. for this purpose. You can also send an e-mail or letter to Flexbrand B.V. to request improvements, additions or other corrections, which Flexbrand B.V. will implement as soon as possible. If you do not wish to receive information, offers or evaluations, please contact Flexbrand B.V. by e-mail or letter to inform us of this. News bulletins will only be sent if you have provided your e-mail address.

Flexbrand B.V. may use consumer information for new purposes that are not yet provided for in its privacy policy. In that case, Flexbrand B.V. will contact you before using your data for these new purposes, to inform you of changes to the rules for the protection of personal data and to give you the opportunity to refuse your participation.

Information about the privacy policy of Flexbrand B.V.

For all other questions, comments or complaints you may have about the privacy policy of Flexbrand B.V. please send an e-mail or letter to Flexbrand B.V.

Your personal details in more detail

To process your order properly, we ask you to enter a number of personal details. We use this information to send you the ordered goods. The entered data is not used for other applications. Your information will never be shared with third parties. Below we indicate which information we require from you when placing an order and we also indicate how we process this.

Mandatory fields for placing an order:

First Name

Last Name

E-mail address

If commercial, the company name

Telephone number

Postal Code

House number plus any addition

Street name

Town/City

Country

Non-mandatory fields for placing an order

Mobile number

CS number (for commercial customers)

VAT number (for commercial customers)

Province

Shipping your order

We provide the above information to PostNL so that PostNL can send your order in the correct manner. It is possible that PostNL outsources the transport to another carrier. In that case, your data will also be provided (by PostNL) to that other carrier. This is usually the case for shipments abroad. We never store payment details such as credit card numbers! Payments are made through payment providers (our partners) and are therefore not handled by us. In the case of repayments, this is also done through our payment providers. There is 1 exception to this rule, which applies when you pay us via an independent bank transfer. In that case, any repayments will be made via this account.

E-mails you can expect from us

You will receive a number of e-mails from us after placing an order. The first is an email to confirm your order. You will receive a second e-mail once we have packed your order. In that email you will also receive a link with track and trace information about your order (to be able to track your package). It is possible that we will send you an e-mail if we need to contact you about your order. This contact may also be made via the specified telephone number with your order. If you place an order and do not pay it, we may send you an e-mail up to 2 times to remind you of your order and its payment. If you cancel an order, you will receive a confirmation e-mail.

Google Analytics

We use Google Analytics to collect data about the online behaviour of our site visitors. We do not provide any personal data to Google, and any personal data entered will not be stored or used for this Google service. Data we can view via Google Analytics includes: where do our visitors mainly come from (country and / or region), which pages on the site are mostly visited by visitors, how many pages do visitors view on site on average, how many percent of the visitors leave the website after visiting only 1 page. There is other information we can monitor through Google Analytics that says something about the online behaviour of our visitors. The data provided from Google Analytics cannot be linked to customers or personal data known to us.

Who has access to the collected data?

If you place an order with us, we will store your data in our database for the further processing of your order. Our employees have access to this data. In addition to our employees, technical managers also have access to the database. They do not use the data and personal data for working purposes, but they do have access to this data. We have concluded processing agreements with all external parties that have access to this data.

Data security

We are very aware of the fact that personal data must be properly stored and protected. For this reason we have a high level of security. We always and only use secure connections via the HTTPS protocol. The certificates used for this are always kept up to date and we ensure that we use certificates that have a high level of security. The security of the data in the database is outsourced to our hosting provider.

Data breaches

We will immediately report any data breach to all involved and we will of course do everything we can to resolve any possible data breach as quickly as possible.

More information and your rights

Below we provide you with more information about the parties with whom we share your personal data for the benefit of our services.

Payment processors

Mollie

We use the Mollie platform to handle (part of) the payments in our web store. Mollie processes your name, address and place of residence information, as well as 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 (anonymous) data with third parties in that context. All the guarantees mentioned above with regard to the protection of your personal data also apply to the parts of Mollie's services for which third parties are engaged. Mollie does not store your data any longer than is permitted by law.

Shipping and logistics by PostNL

If you place an order with us, it is our responsibility to have your package delivered to you. We use the services of PostNL for the delivery. It is therefore necessary that we share your name, address and city details with PostNL. PostNL uses this data only for the purpose of performing the agreement. In the event that PostNL engages subcontractors, PostNL also makes your data available to these parties.

Purpose of data processing

General purpose of the processing

We use your data solely for the purpose of our services. This means that the purpose of the processing is always directly related to the assignment that you provide. We do not use your data for (targeted) marketing. If you share data with us and we use this data to contact you at a later date – other than at your request - we will request your explicit permission. Your data will not be shared with third parties, other than to meet accounting and other administrative obligations. These third parties are all held to confidentiality on the basis of the agreement between them and us, a confidentiality 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. This data (for example your IP address, web browser and operating system) is not personal data.

Cooperation with fiscal and criminal investigations

In appropriate cases, Flexbrand B.V. may be required to share your data in connection with fiscal or criminal investigation by the government on the basis of a legal obligation. In such cases, we are obliged to share your data, but we will oppose this within the possibilities that the law offers us.

Retention periods

We keep your data for as long as you are our client. This means that we store your customer profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also regard this as a 'forget' request. Based on applicable administrative obligations, we must store invoices with your (personal) data, this data will therefore be retained for as long as the applicable period runs. However, employees no longer have access to either your client profile or to documents produced as a result of any orders placed.

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 processed by or on behalf of us. We explain below the nature of these rights and how you can invoke these rights. In principle, in order to prevent abuse, we will only send copies of your documents and/or data to your e-mail address already known to us. In the event that you wish to receive the data via a different e-mail address or, for example, by post, we will ask you to identify yourself. We keep records of settled requests, in the case of a 'forget' request, we administer anonymized data. You will receive all copies of data in the machine-readable data format that we use within our systems. You are entitled to submit a complaint to the Dutch Data Protection Authority at any time if you suspect that we are using your personal data wrongfully.

Right of inspection

You are always entitled to view the data that we process (or have processed by third parties) and that relates to or can be traced to your person. You can make 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 with an overview of the processors who have this data, via the e-mail address known to us, stating the category under which we have stored this data.

Rectification right

You are always entitled to rectify the data that we process (or have processed by third parties) and that relates to or can be traced to your person. You can make 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 via the e-mail address known to us, that the information has been changed.

Right to limit processing

You are always entitled to limit the data that we process (or have processed by third parties) that relates to or can be traced to your person. You can make 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 via the e-mail address known to us, that the information will no longer be processed until you remove the restriction.

Right to transferability

You are always entitled to transfer the data that we process (or have processed by third parties) that relates to or can be traced to your person, to a third party. You can make 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 copies of document and/or data about you that we have processed or that has been processed on our behalf by other processors or third parties, via the e-mail address known to us. In all likelihood, in such a case, we can no longer continue to provide services, because the secure linking of data files can subsequently no longer be guaranteed.

Right of objection and other rights

In appropriate cases, you are entitled to object to the processing of your personal data by or on behalf of Flexbrand B.V. If you object, we will immediately cease processing the data pending the handling of your objection. If your objection is justified, we will provide you with copies of documents and/or data that we process (or have processed by third parties), and then permanently cease 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.

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 data already collected with regard to you, we will inform you of this by e-mail.