

PRIVACY POLICY

Symbolique, established at Klarenbeekseweg 91-9, 7381 BE Klarenbeek, is responsible for the processing of personal data as described in this privacy statement.

Contact details:

<https://www.giftshop-symbolique.eu>

Klarenbeekseweg 91-9, 7381 BE Klarenbeek

Telephone: 06 50228580

M.M. de Ruiters-Landsmeer is the Data Protection Officer of Symbolique and can be reached via info@giftshop-symbolique.eu.

Personal data that we process

Symbolique processes your personal data because you make use of our services and/or because you provide them to us yourself. Below you will find an overview of the personal data that we process:

- First name and surname
- Gender
- Date of birth
- Place of birth
- Address details
- Telephone number
- E-mail address
- IP address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone.
- Location details
- Data regarding your activities on our website
- Data about your surfing behaviour across different websites (e.g. because this company is part of an advertising network)
- List of customer contact details via an app
- Internet browser and device type
- Bank account number

Special and/or sensitive personal data that we process

Our website and/or service has no intention of collecting information about website visitors under the age of 18. Unless they have parental or guardian permission. However, we are unable to verify whether a visitor is over the age of 18. We encourage parents, therefore, to be involved in their children's online activities in order to prevent the collection of information about children without parental consent. If you believe that we have collected personal information about a minor without such consent, please contact us at info@giftshop-symbolique.eu and we will delete that information.

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When placing an order or participating in an action, the user must ensure that his/her details, including his/her e-mail address, address details and payment details, are complete, correct and up to date. Also, that the user is legally authorised to use the Website in any way.

For what purpose and on what basis do we process personal data?

Symbolique processes your personal data for the following purposes:

- Processing your order and payment
- Sending our newsletter and/or advertising brochure
- To be able to call or e-mail you if this is necessary in order to carry out our services
- Inform you about changes to our services and products
- To offer you the possibility to create an account
- To deliver goods and services to you
- Symbolique analyses your behaviour on the website in order to improve the website and tailor the range of products and services to your preferences.
- Symbolique monitors your surfing behaviour on various websites, which enables us to tailor our products and services to your needs.
- Symbolique also processes personal data if we are legally obliged to do so, such as data we need for our tax return.

How long are personal data stored?

Symbolique does not retain your personal data longer than is necessary to achieve the purposes for which your data are collected.

In accordance with the law, Symbolique must keep the data related to your order for 7 years. When you have not placed a new order within 7 years, your data will be deleted.

Sharing personal data with third parties

Symbolique does not sell your details to third parties and only provides them if this is necessary for the execution of our agreement with you or to comply with a legal obligation. We enter into a processing agreement with companies that process your data on our behalf in order to ensure the same level of security and confidentiality of your data.

Cookies, or similar techniques, that we use

Symbolique uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone the first time you visit this website. Symbolique uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work properly and to optimise it. In addition, we place cookies that track your surfing behaviour so that we can offer customised content and

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advertisements. On your first visit to our website, we already informed you about these cookies and asked permission to place them. You can unsubscribe from cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also use the settings to delete all information that has previously been stored. . For an explanation, see: <https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doe-ik-ermee/>

Cookies are also placed on this website by third parties. These are, for example, advertisers and/or social media companies. An overview is given below:

Cookie: Google Analytics

Name: Google Analytics Cookie

Function: Analytical cookie that measures website visits

Storage period: 2 years

Viewing, modifying or deleting data

You have the right to view, correct or delete your personal data. In addition, you have the right to withdraw your possible consent to the data processing or to object to the processing of your personal data by Symbolique and you have the right to data transfer. This means that you can submit a request to us to send the personal data we hold about you in a computer file to you or another organisation you have mentioned. You can send a request for inspection, correction, deletion, data transfer of your personal data or a request to withdraw your consent or objection to the processing of your personal data to info@giftshop-symbolique.eu. To ensure that the request for inspection has been made by you, we ask you to enclose a copy of your proof of identity with the request. In this copy, make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Burgerservicenummer (BSN) black. This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks. Symbolique would also like to draw your attention to the fact that you have the possibility to file a complaint with the national supervisory authority, the Personal Data Authority. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we secure personal data

Symbolique takes the protection of your data seriously and takes every reasonable precaution to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. If you have the impression that your data is not properly secured or that there are indications of misuse, please contact us at info@giftshop-symbolique.eu.

Symbolique is entitled to change this Privacy Policy at any time. The most recent version of the Privacy Policy will be published on the Website.