

Privacy Cookie Policy ViwateQ

Privacy

We consider it very important to handle personal data with care. Personal data is therefore processed and secured carefully by us. In doing so, we comply with the requirements of privacy legislation. This means, for example, that we:

- clearly state the purposes for which we process personal data through this privacy statement;
- limit the collection of personal data to only the data necessary for the purposes for which it is processed;
- first ask for your explicit consent to process your personal data in cases where your consent is required;
- do not pass your data on to third parties, unless this is necessary to provide the requested service or when we are legally obliged to do so;
- when sharing your data, make agreements with third parties to ensure it is not used for other purposes;
- take appropriate security measures to protect your personal data and require the same from parties processing personal data on our behalf;
- respect your right to access, correct, or delete your personal data upon request.

If you would like to contact us in response to this privacy statement, you can do so using the contact details below:

Phone: +31/345/684/270

Email: Via the contact form on our website

Use of Personal Data

When using our website, you may leave certain data with us. This may include personal data.

Personal Data

Depending on the services and functionalities you use on our website, we may process the following personal data:

- Name
- Company details
- Email address
- IBAN
- Information you enter in open fields (such as a contact form message)
- Login details
- Address details (name, address, city)
- Technical data such as IP address, MAC address, cookie identifiers, and browsing behavior
- Phone number

Purposes

We process the above data for one or more of the following purposes:

- To enable you to use all functionalities and services on the website
- To communicate with you via email

- To respond to your questions or handle complaints via email or phone
- To improve our website

Disclosure to Third Parties

We may share your data with third parties if this is necessary to provide the services you requested. When we do so, we ensure (through agreements) that your data is not used for other purposes and is deleted when no longer needed.

We will not provide your data to other parties unless legally required or permitted. For example, law enforcement authorities may request data as part of an investigation, in which case we are legally obliged to comply.

Profiling and Cookies

We may combine your personal data from different sources to provide you with the best online experience. This allows us to show personalized offers and content that match your interests.

We use cookies to collect and combine this data. For more information, see the **Cookies** section below.

Security and Retention

We take appropriate security measures to prevent misuse and unauthorized access to your personal data. We ensure that only necessary personnel have access and that security measures are regularly reviewed.

We do not retain your data longer than necessary, except where we are legally required to do so.

Third-Party Websites

This privacy statement does not apply to third-party websites linked from our site. We cannot guarantee that these websites handle your data securely. Please read their privacy policies before using them.

Minors

If you are 16 years old or younger, you may only use our website under supervision of a parent or legal guardian.

Changes to This Privacy Statement

We may update this privacy statement from time to time. Changes will be published on our website. We will never use your data for other purposes without your consent.

We recommend reviewing this statement regularly.

Access and Modification of Your Data

To access, modify, or delete your data, please contact us via:

Phone: +31/345/684/270

Email: Via the contact form on our website

To prevent misuse, we may ask you to provide a copy of a valid ID. Please ensure your BSN (social security number) and photo are obscured.

Dutch Data Protection Authority

If you have complaints about how we process your data, we are happy to help. If we cannot resolve the issue together, you have the right to file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Effective Date

This (updated) privacy statement came into effect on **May 15, 2019**.

Cookies

Our website uses different types of cookies. We believe it is important that you have control over your online privacy, so we aim to inform you as clearly as possible about which cookies we use and why.

What Are Cookies?

Cookies are small text files placed on your computer, tablet, or mobile device when you visit a website. They store information about your visit and allow the website to recognize you on future visits.

Types of Cookies

We distinguish between **functional** and **non-functional** cookies:

Functional Cookies

These are necessary for the website to function properly. They are always placed and cannot be disabled. For example, they allow you to stay logged in.

Analytical Cookies

These help us measure website usage and improve performance. They are not strictly necessary for functionality.

Online Privacy

We believe it is important that you remain in control of your online privacy. Therefore, we provide clear information about our cookie usage.

Measuring Website Visits

Analytical cookies help us understand:

- Number of visitors
- Duration of visits
- Search queries on the website
- Browser and device information
- How visitors arrived on the site
- Items purchased or added to a cart

These statistics are anonymous and cannot be traced back to individuals.

We use **Google Analytics** to gather insights. For more information, please refer to Google's privacy policy.

We never share personal data (such as name, address, or phone number) with Google.

Blocking and Deleting Cookies

If you do not want cookies to be placed, you can choose this in the cookie banner when visiting our website.

If you previously accepted cookies, you must first delete them to see the banner again. You can also block cookies via your browser settings. Note that blocking all cookies may affect website functionality. It is recommended to selectively disable unwanted cookies.