

# Privacy Statement

Papillon Pet Products BV - May 2018



Papillon Pet Products BV takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data are not properly secured or there are indications of misuse, please contact us by telephone on +31 (0)162 311 109 or by email [info@papillonpetproducts.com](mailto:info@papillonpetproducts.com).

## What personal data are processed

Your personal data is processed when you provide it to us through the contact form on our website, or share it with us by phone, visit, fax or e-mail. The personal data we process from you are your name, e-mail address, job title, gender and phone number. If the delivery and billing address provided is the same as your residential address, your personal address information is also processed.

## Special and/or sensitive personal data we process

Papillon Pet Products BV does not intend to collect data on website visitors under the age of 16 unless they have parental or guardian consent. However, we cannot verify the identity of our visitors. If you believe that we have collected personal data from a minor without permission, please contact us at [info@papillonpetproducts.com](mailto:info@papillonpetproducts.com) so that we can remove this data.

## Why we process your personal data

Your personal data is used because it is necessary for our order process. This includes quotations, order confirmations, changes in delivery times, invoices, the delivery of orders and the establishment of direct communication. After placing an order with us, we may keep you informed by e-mail about actions, promotions and additions to our assortment. We do this in the legitimate interest of promoting and selling our products and services. If you do not wish to receive our mailings, you can unsubscribe using the unsubscribe link at the bottom of our mailings. If you are registered as a customer but have not previously placed an order, we will only send such mailings if you have given us permission to do so.

## Automated decision-making

Papillon Pet Products BV does not make decisions that could (significantly) affect your privacy based on automated processing. By this we mean decisions made by computer programs or systems, without a human being (for example, one of our employees) sitting between them.

## How long we keep personal data

Papillon Pet Products BV keeps your personal data in order to realize the above-mentioned goals. If an order is processed, we observe at least the statutory retention period of 7 years, as stipulated in the Civil Code and the General Act on State Taxes.

## Sharing personal data with third parties

Your personal data may be shared with third parties if necessary to execute the agreement, or to comply with any legal obligations. We conclude a processor agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. Papillon Pet Products BV remains responsible for this processing.

## Cookies and similar techniques

Our website uses only technical, functional and analytical cookies that do not invade your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone the first time you visit this website. The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and, for example, remember your preferences. They also allow us to optimize our website. You can opt out of cookies by setting your Internet browser so that it no longer stores cookies. In addition, you can also delete any information previously stored via your browser settings.

## View, modify or delete data

You have the right to view, correct or delete your personal data. You also have the right to withdraw your possible consent to data processing or object to the processing of your personal data by Papillon Pet Products BV and you have the right to data portability. This means that you can submit a request to us to send your personal data in our possession digitally to you or another organization (named by you). You can submit a request to inspect, correct, delete, transfer, withdraw your permission or object to the processing of your personal data in writing to [info@papillonpetproducts.com](mailto:info@papillonpetproducts.com).

To ensure that the request was made by you, we will always contact you by phone to verify the request before further action is taken. This is to protect your privacy. We will respond to your request as quickly as possible, at the latest within a period of four weeks.

## Contact and complaints

Papillon Pet Products BV is responsible for processing your personal data as reflected in this privacy statement.

If you are dissatisfied with the way we handle your personal data we would of course like to hear from you so that we can find an appropriate solution. You also have the option of filing a complaint with the Personal Data Authority.

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