

# PRIVACY STATEMENT BIJSTURING

Disclaimer: The Dutch version of this document is the only legally binding version. The English document is for translation purposes only. Wherever the English version differs from the Dutch version, the Dutch version applies.

## Introduction

BijSturing takes your privacy very seriously and will process and use data about you (the data subject) in a secure manner. In this Privacy Statement, we will explain to you about the data we process and for what purposes. In addition, you can read in this Privacy Statement about the right to protection of your personal data. We advise you to read this Privacy Statement thoroughly. If you have any questions or remarks, please contact us at [alexander@bijsturing.nl](mailto:alexander@bijsturing.nl).

## Who is BijSturing?

BijSturing is the eenmanszaak BijSturing, with registered office at (2441CL) Nieuwveen listed at the Traderegister of the Dutch Chamber of Commerce under 89147650.

When BijSturing processes your personal data, BijSturing is the data controller.

## How does BijSturing use your personal data?

Underneath you will find an overview of the purposes for the processing of your personal data. You will also find a specification of which data BijSturing uses for that specific purpose, the legal basis, and the period of time BijSturing keeps this data. For clarity's sake, we have categorised the purposes.

### *Services, customer management and financial administration*

Purpose:	Financial administration
Information:	Company name, Billing address, Bank details, Outstanding balance
Legal basis:	Legal obligation
Storage period:	maximum 7 years

Purpose:	Invoicing
Information:	Company name, Billing address, Bank details, Outstanding balance
Legal basis:	Legal obligation
Storage period:	maximum 7 years

Purpose:	Order Management
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Information: Home address, Delivery address, Billing address, Email, Phone number, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: maximum 5 years

Purpose: Handling complaints about the product

Information: Home address, Delivery address, Billing address, Email, Phone number, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: maximum 5 years

Purpose: Providing the service itself

Information: Home address, Email, Customer file data, Financial data, Data necessary to provide the service, Data generated by the service

Legal basis: Necessary for the performance of a contract

Storage period: maximum 5 years

Purpose: Handling complaints about the service

Information: Home address, Email, Customer file data, Financial data, Data necessary to provide the service, Data generated by the service

Legal basis: Necessary for the performance of a contract

Storage period: maximum 5 years

Purpose: CRM

Information: Name, Username, Email, Location, Order history, Social media account, Phone number

Legal basis: Legitimate interests

importance: Commercial interests

Storage period: maximum 5 years

### *Marketing*

Purpose: Direct marketing

Information: Name, Email, Click behaviour, Online behaviour, Interest in a product, Social media account, Order history Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: maximum 5 years

Purpose: Affiliate marketing

Information: Name, Email, Click behaviour, Online behaviour, Interest in a product, Social media account, Order history Legitimate interests

Legal basis:	Legitimate interests
Interest concerned:	Commercial interests
Storage period:	maximum 5 years
Purpose:	Newsletter
Information:	Name, Email, Click behaviour, Online behaviour, Interest in a product, Social media account, Order history Legitimate interests
Legal basis:	Legitimate interests
Interest concerned:	Commercial interests
Storage period:	maximum 5 years
Purpose:	Social media marketing
Information:	Name, Email, Click behaviour, Online behaviour, Interest in a product, Social media account, Order history Legitimate interests
Legal basis:	Legitimate interests
Interest concerned:	Commercial interests
Storage period:	maximum 5 years

### *Website*

Purpose:	Website analytics
Information:	Online behaviour, Location
Legal basis:	Legitimate interests
Interest concerned:	Commercial interests
Storage period:	maximum 2 years

### **How did BijSturing obtain your personal data?**

BijSturing has obtained your data because you have provided this data to us.

### **What are your rights?**

Under the European General Data Protection Regulation you have a number of rights with regard to your data and the processing thereof:

#### *Access*

You may access your personal information and make any necessary changes in your account. If you would like to see which personal data BijSturing has obtained about you, you may exercise your right of access by submitting a request to BijSturing.

#### *Making changes*

If you wish to make changes to the personal information that you have seen as a result of a

request for access and you are unable to make the changes yourself in your account, you may request that BijSturing makes these changes for you. You may request that BijSturing modifies, corrects, supplements, erases or shields your information.

#### *Restriction of processing of personal data*

You also have the right, under certain conditions, to request BijSturing to restrict the processing of your personal data.

#### *Right to object*

If processing of personal data is based on 'legitimate interest' of BijSturing or a third party, you have the right to object to that processing.

#### *Data transfer*

You have the right to obtain your personal data from BijSturing. BijSturing will provide this in a structured and commonly used format, which can easily be opened using commonly used digital systems. This will also allow you to transfer your data to another provider.

#### *Withdrawing consent*

When the legal basis for a particular processing is your consent, you have the right to withdraw that consent. This does not affect data processed in the past, but it does mean that we are then no longer allowed to process this data in the future. As a result, BijSturing may no longer be able to provide you with certain services.

#### *Response from BijSturing*

A request can be sent to [alexander@bijsturing.nl](mailto:alexander@bijsturing.nl). BijSturing will comply with your request as soon as possible and in any event no later than one (1) month after BijSturing has received such a request. If BijSturing rejects your request, we will indicate in our reply why the request is rejected.

### **Recipients of your personal data**

Your data may be transmitted to:

- Data processors

BijSturing may be obliged to provide your data to a third party, for example on the basis of a legal obligation.

### **Forwarding to third countries or international organisations**

For (e.g.) technical and operational reasons, it may be necessary to forward your (personal) data to affiliates of BijSturing located outside the European Economic Area. As privacy protection regulations there may not offer the same protection as within the European Economic Area, BijSturing will use the EU Model Clauses to protect your privacy as much as possible. If that is not possible, BijSturing will ask your consent to forward your (personal) data to countries that do not maintain an adequate protection level. You may withdraw your consent at any time.

### **What are cookies and how does BijSturing use them?**

Cookies are small pieces of (text) information that are sent to your browser when you visit the website of BijSturing and then stored on the hard disk or in the memory of your device (hereinafter "Device"). Cookies placed through the BijSturing website cannot damage your Device or the files stored on it. When we refer to "cookies", we do not only mean these small pieces of (text) information, but also similar techniques by which information is collected, such as, for example, device fingerprinting.

### **Can changes be made to this Privacy Statement?**

This Privacy Statement is subject to changes. We therefore advise you to check the Privacy Statement regularly for any changes.

### **Questions, remarks, and complaints**

If you have any questions regarding this Privacy Statement and the way BijSturing uses your data, please send an e-mail to [alexander@bijsturing.nl](mailto:alexander@bijsturing.nl). If you have a complaint about the way your data is processed, please send an e-mail to [alexander@bijsturing.nl](mailto:alexander@bijsturing.nl). Furthermore, you always have the right to contact the competent national data protection supervisor. In The Netherlands, this is the [Autoriteit Persoonsgegevens](#).