

PRIVACY STATEMENT MARIETTA PETKOVA

May 25, 2018

Your privacy is of great importance to Marietta Petkova. We therefore comply with the privacy law. This means that your data is safe with us and that we always use it properly. In this privacy statement we explain what we do at the web store Marietta Petkova with information that we learn about you.

If you have any questions, or want to know exactly what we keep track of you, please contact Marietta Petkova.

ORDERING PROCESS

When you place an order with us, we use your personal data to handle it properly. We may then give your personal details to our delivery service to have the order delivered to you. We also receive information about your payment from your bank or credit card company. For this we use your payment details, name and address, gender, e-mail address, telephone number and billing address. We are legally obliged to do this. We keep this information until your order has been completed and seven years after that (that is the legal storage obligation).

CONTACT FORM AND NEWSLETTER

With the contact form you can ask us questions or make requests.

For this we use your e-mail address, telephone number, name and data and gender. We do this on the basis of your consent. We keep this information until we are sure that you are satisfied with our response and six months thereafter. This way we can easily access the information in subsequent questions. We can also train our customer service to be even better.

You can subscribe to our newsletter. Here you can read news, tips and information about our products and services. You can cancel this subscription at any time. Each newsletter contains an unsubscribe link. You can also report this via your account.

Your e-mail address will only be added to the list of subscribers with your permission. This data is kept for up to three months after you cancel the subscription.

YOUR ACCOUNT

At certain parts of our webshop you must first register. You must then enter information about yourself and choose a username. We create an account with which you can log in with that username and a password of your choice.

For this we use your name and address, telephone number, e-mail address, billing address and gender. We do this on the basis of your consent. We keep this information until you cancel the account.

We keep this information so that you do not have to re-enter it every time and so that we can approach you more easily if needed at the webshop. You can adjust information via your account whenever you want.

ADVERTISEMENTS

We would like to send you advertisements about offers and new products or services. We do this:

- by mail

- by email
- via social media

You can object to this advertisement at any time. Every letter tells you how to do this. Each e-mail contains an unsubscribe link. You can block us or use the unsubscribe option. You can also report this via your account.

TRACKING OF WEB SITE TRAFFIC

On the website of Marietta Petkova, general visitor information is kept, including the IP address of your computer and the time of retrieval and data that your browser sends. This data is used for analyzes of visitor and click behavior on the website. Marietta Petkova uses this information to improve the operation of the website.

GOOGLE ANALYTICS

We use Google Analytics to keep track of how visitors use our web store. We have signed a processor agreement with Google. There are strict agreements about what they can keep up with. We have not allowed Google to use the obtained Analytics information for other Google services. We let Google anonymize the IP addresses.

PROVISION FOR OTHER COMPANIES OR INSTITUTIONS

With the exception of the aforementioned partners, we do not, under any circumstances, provide your personal data to other companies or institutions, except when we are legally obliged to do so (for example, if the police require it if there is a suspicion of a crime). Social media buttons are included in our web store. The administrators of these services collect your personal data.

SECURITY

Security of personal data is of great importance to us. To protect your privacy, we take the following measures:

- Access to personal data is protected with a username and password

CHANGES TO THIS PRIVACY STATEMENT

When our web store changes, we must of course also adjust the privacy statement. Always pay attention to the date above and check regularly for new versions. We will do our best to announce changes separately.

CHECK, MODIFY OR DELETE YOUR DATA

If you have questions or want to know what personal information we have about you, you can always contact us. See the contact details below.

you have the following rights:

- get an explanation of what personal data we have and what we do with it
- insight into the exact personal data we have

- to have errors corrected
- the removal of outdated personal data
- withdrawing consent to objections against a specific use

Please note that you always clearly state who you are, so that we can be sure that we do not modify or delete data from the wrong person.

TO FILE A COMPLAINT

If you feel that we are not helping you in the right way, you have the right to file a complaint with the supervisor. This is called the Dutch Data Protection Authority.

CONTACT DETAILS

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