

PRIVACY STATEMENT FIETSNETWERK.NL

Introduction

Fietsnetwerk.nl takes your privacy very seriously and shall handle your personal data with the utmost security and care. In this Privacy Statement you will learn how we handle your data as well as learn about your rights concerning our processing of your data. We advise that you read this Privacy Statement thoroughly. Should you have any questions or remarks, please contact us at wouter@fietsnetwerk.nl.

Who is Fietsnetwerk.nl?

Fietsnetwerk.nl is the besloten vennootschap Fietsnetwerk.nl, with registered office at (3848 CJ) Harderwijk listed at the Traderegister of the Dutch Chamber of Commerce under 57433445.

Fietsnetwerk.nl is as the controller ultimately responsible with regard to the processing of your personal data.

How does Fietsnetwerk.nl 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 Fietsnetwerk.nl uses for that specific purpose, the legal justification, and the amount of time Fietsnetwerk.nl keeps this data. For clarity's sake, we have categorised the purposes.

Services, customer management and financial administration

| | |
|-----------------|--|
| Purpose: | Order Management |
| Information: | Home address, Email, Phone |
| Legal basis: | Legitimate interests |
| importance: | To process complaints and recommendations about our services |
| Storage period: | As long as necessary for this purpose |

| | |
|-----------------|--|
| Purpose: | Handling complaints |
| Information: | Home address, Email, Phone |
| Legal basis: | Legitimate interests |
| importance: | To process complaints and recommendations about our services |
| Storage period: | As long as necessary for this purpose |

| | |
|-----------------|--|
| Purpose: | Invoicing |
| Information: | Home address, Email, Phone |
| Legal basis: | Legitimate interests |
| importance: | To process complaints and recommendations about our services |
| Storage period: | As long as necessary for this purpose |

| | |
|--------------|---|
| Purpose: | Services |
| Information: | Home address, Email, Data necessary to provide the service, |

| | |
|-----------------|--|
| Legal basis: | Data generated by the service |
| importance: | Legitimate interests |
| Storage period: | Commercial interests |
| | As long as necessary for this purpose |
| Purpose: | Handling complaints |
| Information: | Home address, Email, Data necessary to provide the service, Data generated by the service |
| Legal basis: | Legitimate interests |
| importance: | Commercial interests |
| Storage period: | As long as necessary for this purpose |
| Purpose: | Invoicing |
| Information: | Home address, Email, Data necessary to provide the service, Data generated by the service |
| Legal basis: | Legitimate interests |
| importance: | Commercial interests |
| Storage period: | As long as necessary for this purpose |

Marketing

| | |
|-----------------|--|
| Purpose: | Direct marketing |
| Information: | Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account Consent |
| Legal basis: | Consent |
| Storage period: | As long as necessary for this purpose |
| Purpose: | Affiliate marketing |
| Information: | Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account Consent |
| Legal basis: | Consent |
| Storage period: | As long as necessary for this purpose |
| Purpose: | Newsletter |
| Information: | Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account Consent |
| Legal basis: | Consent |
| Storage period: | As long as necessary for this purpose |
| Purpose: | Retargeting |
| Information: | Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account Consent |
| Legal basis: | Consent |
| Storage period: | As long as necessary for this purpose |
| Purpose: | Social media marketing |
| Information: | Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account Consent |
| Legal basis: | Consent |
| Storage period: | As long as necessary for this purpose |
| Purpose: | Behavioural targeting |

Information: Name, Home address, Email, Phone, Click behaviour, Online behaviour, Interest in a product, Social media account
Consent
Legal basis: Consent
Storage period: As long as necessary for this purpose

Website

Purpose: Website analytics
Information: Online behaviour, Location
Legal basis: Legitimate interests
Interest concerned: Commercial interests
Storage period: As long as necessary for this purpose

Purpose: A/B testing
Information: Online behaviour, Location
Legal basis: Legitimate interests
Interest concerned: Commercial interests
Storage period: As long as necessary for this purpose

Purpose: Account
Information: Name, Address, Email, Username, Password, User ID, Message content
Legal basis: Consent
Storage period: As long as necessary for this purpose

Purpose: Submitting reviews or messages
Information: Name, Address, Email, Username, Password, User ID, Message content
Legal basis: Consent
Storage period: As long as necessary for this purpose

Purpose: Chat feature
Information: Name, Address, Email, Username, Password, User ID, Message content
Legal basis: Consent
Storage period: As long as necessary for this purpose

Security and fraud prevention

Purpose: data security
Information: Password
Legal basis: Necessary for the performance of a contract
Storage period: As long as necessary for this purpose

Research and Development

Purpose: Market research
Information: Habits, Lifestyle, Reisedrag, Online behaviour, Email, Behavioural data
Legal basis: Legitimate interests
Interest concerned: Commercial interests
Storage period: As long as necessary for this purpose

How did we obtain your personal data?

Fietsnetwerk.nl 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 Fietsnetwerk.nl has obtained about you, you may exercise your right of access by submitting a request to Fietsnetwerk.nl.

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 Fietsnetwerk.nl makes these changes for you. You may request that Fietsnetwerk.nl modifies, corrects, supplements, erases or shields your information.

Restriction of processing of personal data

You also have the right, under certain conditions, to ask Fietsnetwerk.nl to restrict the processing of your personal data.

Right to object

If processing of your data takes place on the grounds of 'legitimate interest' by Fietsnetwerk.nl or a third party, you have the right to object to that processing.

Portability of data

You have the right to obtain your personal data from Fietsnetwerk.nl. Fietsnetwerk.nl will provide this in a structured and commonly used format, which can easily be opened using commonly used digital systems.

Withdrawing consent

When the legal basis for a particular processing is your explicit consent, you have the right to withdraw that consent. This does not affect past processing, but does mean that we will no longer be allowed to process this data in the future. It may also result in Fietsnetwerk.nl no longer being able to provide you with certain services.

Response from Fietsnetwerk.nl

A request can be sent to wouter@fietsnetwerk.nl. Fietsnetwerk.nl will comply with your request as soon as possible and in any case no later than one (1) month after Fietsnetwerk.nl has

received such a request. If Fietsnetwerk.nl rejects your request, we will indicate in our reply why the request was rejected.

Recipients of your personal data

Your data may be transmitted to:

- Data processors

It is possible that Fietsnetwerk.nl is required to submit your data to a third party, for example to fulfil a legal obligation.

Transfer to third countries or international organisations

It may be necessary, for instance for technical and operational reasons, to transfer your (personal) data to affiliates of Fietsnetwerk.nl located outside the European Economic Area. Due to the possibility that the regulations in the area of privacy protection do not offer the same protection as within the European Economic Area, Fietsnetwerk.nl will use the Privacy Shield or the EU Model Clauses to protect your privacy as much as possible. If that is not possible, Fietsnetwerk.nl will ask your consent to transfer 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 Fietsnetwerk.nl use them?

Cookies are small pieces of (text) information that are sent to your browser when you visit the website of Fietsnetwerk.nl and then stored on the hard disk or in the memory of your device. The cookies placed via Fietsnetwerk.nl's website cannot damage your device or the files stored on it. With 'cookies', we also mean comparable techniques collecting information, such as device fingerprinting.

Can changes be made to this Privacy Statement?

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

Questions, remarks, and complaints

If you have any questions regarding this Privacy Statement or the way in which Fietsnetwerk.nl uses your data, you can send an e-mail to wouter@fietsnetwerk.nl. If you have a complaint about the way your data is processed, please send an e-mail to wouter@fietsnetwerk.nl. Furthermore, you always have the right to contact the competent national data protection authority. In The Netherlands, this is the [Autoriteit Persoonsgegevens](https://autoriteitpersoonsgegevens.nl).