

Eve's Gifts Privacy Policy

<https://www.evesgifts.com/>

About Our Privacy Policy

Eve's Gifts cares about your privacy. We therefore only process data that we need for (improving) our services and carefully handle the information we have collected about you and your use of our services. We never make your data available to third parties for commercial purposes.

This privacy policy applies to the use of the website and the services provided by Eve's Gifts. The starting date for the validity of these conditions is 22/11/2022, with the publication of a new version the validity of all previous versions expires. This privacy policy describes what information about you is collected by us, what this information is used for and with whom and under what conditions this information may be shared with third parties. We also explain to you how we store your data and how we protect your data against misuse and what rights you have with regard to the personal data you provide to us.

If you have any questions about our privacy policy, please contact our privacy contact person, you will find the contact details at the end of our privacy policy.

About data processing

Below you can read how we process your data, where we store it (or have it stored), which security techniques we use and for whom the data is transparent.

Webshop software

LightSpeed

Our webshop has been developed with software from Lightspeed. Personal data that you make available to us for the benefit of our services will be shared with this party. Lightspeed has access to your data to provide us with (technical) support, they will never use your data for any other purpose. Based on the agreement we have concluded with them, Lightspeed is obliged to take appropriate security measures. These security measures consist of the application of SSL encryption and a strong password policy. Lightspeed uses cookies to collect technical information regarding your use of the software, no personal data is collected and/or stored.

Web hosting

Webreus

We purchase web hosting and e-mail services from Webreus. Webreus processes personal data on our behalf and does not use your data for its own purposes. However, this party can collect metadata about the use of the services. This is not personal data. Webreus has taken appropriate technical and organizational measures to prevent loss and unauthorized use of your personal data. Webreus is obliged to observe secrecy on the basis of the agreement.

Email and Mailing Lists

MailChimp

We send our e-mail newsletters with MailChimp. MailChimp will never use your name and e-mail address for its own purposes. At the bottom of every e-mail sent automatically via our website you will see the 'unsubscribe' link. You will then no longer receive our newsletter. Your personal data is stored securely by MailChimp. MailChimp uses cookies and other internet technologies that provide insight into whether e-mails are opened and read. MailChimp reserves the right to use your data to further improve the service and to share information with third parties in this context.

Webreus

We use the services of Webreus for our regular business e-mail traffic. This party has taken appropriate technical and organizational measures to prevent misuse, loss and corruption of your and our data as much as possible. Webreus has no access to our mailbox and we treat all our e-mail traffic confidentially.

Payment processors

Lightspeed Payments and PayPal

We use the platform of Lightspeed Payments and PayPal to handle (part of) the payments in our webshop. Lightspeed Payments and PayPal process your name, address and residence details and your payment details such as your bank account or credit card number. Lightspeed Payments and PayPal have taken appropriate technical and organizational measures to protect your personal data. Lightspeed Payments and PayPal reserve the right to use your data to further improve the service and to share (anonymised) data with third parties in this context. Lightspeed Payments and PayPal share personal data and information regarding your financial position with credit rating agencies in the event of an application for a deferred payment (credit facility). All the above-mentioned guarantees with regard to the protection of your personal data also apply to the parts of Lightspeed Payments and PayPal's services for which they engage third parties. Lightspeed Payments and PayPal do not store your data longer than permitted by law.

Reviews

WebwinkelKeur

We collect reviews via the WebwinkelKeur platform. If you leave a review via WebwinkelKeur, you are obliged to provide a name and e-mail address. WebwinkelKeur shares this information with us so that we can link the review to your order. WebwinkelKeur also publishes your name on its own website. In some cases, WebwinkelKeur may contact you to provide an explanation of your review. In the event that we invite you to leave a review, we will share your name and e-mail address with WebwinkelKeur. They only use this information for the purpose of inviting you to leave a review. WebwinkelKeur has taken appropriate technical and organizational measures to protect your personal data. WebwinkelKeur reserves the right to engage third parties for the provision of services, for which we have given permission to WebwinkelKeur. All the guarantees mentioned above with regard to the protection of your personal data also apply to the parts of the service for which WebwinkelKeur engages third parties.

Shipping and logistics

PostNL

If you place an order with us, it is our job to have your package delivered to you. We use the services of PostNL to carry out the deliveries. It is therefore necessary that we share your name, address and residence details with PostNL. PostNL uses this information only for the purpose of executing the agreement. In the event that PostNL engages subcontractors, PostNL will also make your data available to these parties.

GLS

If you place an order with us, it is our job to have your package delivered to you. We use the services of GLS to carry out deliveries. It is therefore necessary that we share your name, address and residence details with GLS. GLS only uses this data for the purpose of executing the agreement. In the event that GLS engages subcontractors, GLS will also make your data available to these parties.

Invoicing and bookkeeping

E-boekhouden.nl

We use the services of E-boekhouden.nl to keep track of our administration and bookkeeping. We share your name, address and residence details and details regarding your order. This data is used for the administration of sales invoices. Your personal data is sent and stored protected. E-boekhouders.nl is obliged to observe secrecy and will treat your data confidentially. E-boekhouders.nl does not use your personal data for purposes other than those described above.

External sales channels

Bol.com

We sell some of our articles via the Bol.com platform. If you place an order via this platform, Bol.com will share your order and personal data with us. We use this information to process your order. We handle your data confidentially and have taken appropriate technical and organizational measures to protect your data against loss and unauthorized use.

Purpose of the data processing

General purpose of the processing

We use your data exclusively for the benefit of our services. This means that the purpose of the processing is always directly related to the assignment you provide. We do not use your data for (targeted) marketing. If you share information with us and we use this information - other than at your request - to contact you at a later time, we will ask you for explicit permission. Your data will not be shared with third parties, other than to comply with accounting and other administrative obligations. These third parties are all bound to secrecy by virtue of the agreement between them and us or an oath or legal obligation.

Automatically collected data

Data that is automatically collected by our website is processed with the aim of further improving our services. This data (for example your IP address, web browser and operating system) is not personal data.

Participation in tax and criminal investigations

In some cases, Eve's Gifts can be held to share your data in connection with government tax or criminal investigations on the basis of a legal obligation. In such a case we are forced to share your data, but we will oppose this within the possibilities that the law offers us.

Retention periods

We keep your data for as long as you are a client of ours. This means that we keep your customer profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also regard this as a request to forget. This also means that we do not store your data for longer than two years from the last moment of contact or transaction, unless there is a legal justification for doing so. Based on applicable administrative obligations, we must keep invoices with your (personal) data, so we will keep this data for as long as the applicable term runs. However, employees no longer have access to your client profile and documents that we have produced in response to your order.

Your rights

Under the applicable Dutch and European legislation, you as a data subject have certain rights with regard to the personal data processed by or on behalf of us. We explain below which rights these are and how you can invoke these rights. In principle, to prevent misuse, we only send copies and copies of your data to your already known e-mail address. In the event that you wish to receive the data at a different e-mail address or, for example, by post, we will ask you to identify yourself. We keep records of completed requests, in the event of a forget request we administer anonymised data. You will receive all statements and copies of data in the machine-readable data format that we use within our systems.

Right of inspection

You always have the right to view the data that we process or have processed that relate to your person or can be traced back to it. You can make a request to this effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data with an overview of the processors who hold this data, stating the category under which we have stored this data, at the e-mail address known to us.

Right of rectification

You always have the right to have the data that we process or have processed that relate to your person or that can be traced back to it, adjusted. You can make a request to this effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a confirmation that the data has been changed at the e-mail address known to us.

Right to restriction of processing

You always have the right to limit the data that we process or have processed that relate to your person or can be traced back to it. You can make a request to this effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a confirmation to the e-mail address known to us that the data will no longer be processed until you lift the restriction.

Right to portability

You always have the right to have the data that we process or have processed that relate to your person or that can be traced back to it, be carried out by another party. You can make a request to this effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you copies or copies of all data about you that we have processed or that have been processed by other processors or third parties on the e-mail address known to us. In all likelihood, we will no longer be able to continue the service in such a case, because the secure linking of data files can then no longer be guaranteed.

Right of objection and other rights

In some cases you have the right to object to the processing of your personal data by or on behalf of Eve's Gifts. If you object, we will immediately cease data processing pending the handling of your objection. If your objection is well-founded, we will make copies and/or copies of data that we process or have processed available to you and then permanently suspend the processing. You also have the right not to be subject to automated individual decision-making or profiling. We do not process your data in such a way that this right applies. If you believe that this is the case, please contact our contact person for privacy matters.

Cookies

Google Analytics

Cookies from the American company Google are placed via our website as part of the "Analytics" service. We use this service to keep track of and receive reports on how visitors use the website. This processor may be obliged to provide access to this data on the basis of applicable laws and regulations. We have not allowed Google to use the analytics information obtained for other Google services.

Cookies from third parties

In the event that software solutions from third parties use cookies, this is stated in this privacy statement.

Changes to the privacy policy

We reserve the right to change our privacy policy at any time. However, you will always find the most recent version on this page. If the new privacy policy has consequences for the way in which we process already collected data with regard to you, we will inform you by e-mail.

Contact details

Eve's Gifts

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Contact person for privacy matters

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