

Website Privacy Statement



This privacy statement only applies to <https://www.klapr.nl/en/> and not to third party websites. which can be visited via links now or later on or via this website.

Klapr respects the privacy of all visitors to its website.

Personal data

Klapr processes personal data within the meaning of the General Regulation in connection with the provision of General Data Protection Regulation (GDPR). Personal data is any data that can provide information about an identified or identifiable natural person. Personal data may be actively provided by you to Klapr such as your name and contact details. Processing involves any activity involving personal data, such as storage, sharing and protection thereof.

When you use your online equipment to visit the website <https://www.klapr.nl/en/> our computer(s) are automatically provided with some technical information, such as the IP address you use, the operating system, the Internet browser used or the last Internet page you visited.

Responsible

is usually the so-called responsible person within the meaning of the GDPR. This means that Klapr decides which personal data are processed, for what purpose and in what way. Klapr is responsible to ensure that your personal data are collected in accordance with the GDPR and processed in a proper and careful manner.

Purposes of the processing

Klapr uses your name, address, telephone number and e-mail address to contact you. In addition, Klapr uses all the data required by law for the purpose of its services or to inform you of new products and/or offers of Klapr.

Principles of processing

Klapr must be able to base the use of your personal data on the GDPR. In accordance with this European ordinance Klapr processes personal data on the basis of the agreement(s) with you or on the basis of permission obtained from you or a legitimate (business) interest. Your consent may be apparent from the fact that you ask Klapr a question by e-mail or otherwise or, for example, request a quotation.

Transmission of personal data

Klapr does not provide or share your personal data obtained or processed via the website with third parties outside the EEA.

If you order something, Klapr needs certain information from you to be able to deliver your order and to provide you with the following information to be able to keep informed about your order. Also for any returns or repairs, these details are necessary. Klapr collects your name, e-mail address, delivery address(es), payment information and your phone number. The data is necessary to perform the agreement you have entered into with Klapr, in whatever framework you give us permission to process.

Klapr stores the following data in your personal account: your name, (delivery and residential/business) address(es), telephone number, e-mail address, date of birth (if you have provided it) and payment details.

In your account we will also keep your order history including chosen delivery options. Klapr saves the data in your account as long as you are an active customer of Klapr. If you have not logged in to Klapr for 7 years, we will have all your details deleted. In addition, you can at any time request to have your data deleted or modified in your account.

You can enter certain personal data on our website. By sending this information you give us permission to process these data. Information such as your customer number, order number, name and delivery address to ensure that they can process your order on time and in the right way. We process these details only to contact you and/or to give you a quotation or information. We do not share this information with third parties without your consent and therefore do not sell it.

Klapr cooperates with various logistics partners, such as PostNL. Our partners receive your name and delivery address from Klapr. These are necessary to deliver your order to the address you want.

Klapr cannot exclude the possibility of being obliged to pass on certain personal data to the government. This may first occur when certain public institutions need this information for implementation of their tasks, such as the Tax and Customs Administration. The police or the judiciary may also need certain information in the case of fraud or abuse. Finally, certain supervisors may have access to your personal data to examine the results of the research.

Personal data of children

Klapr services are not aimed at children. This means that purchases and use of the website by Customers under 18 years of age are only allowed with the express permission of a parent or guardian.

Storage of your personal data

Klapr stores your data within the European Economic Area ("EEA"). However, it may happen that certain data that Klapr collects, is passed on to or stored at a destination outside the EEA. Where this is the case, Klapr will ensure that this is done in a safe and lawful manner.

Protection of personal data

In accordance with the GDPR, Klapr took the appropriate technical and organisational measures to prevent the loss of personal data or unlawful processing.

Data leaks

In accordance with the GDPR, Klapr will 'immediately notify the Personal Data Authority of any breach of security (data breach) that has been observed or reported to Klapr and that leads to a considerable risk of consequences or serious adverse consequences for the protection of personal data'. In all cases Klapr also documents such breaches of security internally.

Use of Google Analytics on the Website

The website uses Google Analytics, a web analysis service provided by Google Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer. The website has been set up to help the website analyse how users use the site. The information provided by the cookie generated information about your use of the website (including your IP address) is transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating how you use the website, compile reports on website activity for website operators and other services related to website activity and internet usage.

Google may provide this information to third parties if Google is legally obliged to do so, or insofar as these third parties are required to do so by law to process information on behalf of Google. Google will not combine your IP address with other data they have about you. You can refuse the use of cookies by selecting the appropriate settings on your browser settings. Please note, however, that in this case you may not be able to use all the options of this website. If you do not want your website visit to be measured by Google Analytics, then you can easily download a tool to block Google Analytics. By using the website, you consent to the processing of the information by Google in the manner and for the purposes set out above.

Combating fraud

To prevent security incidents and fraud, Klapr may use your personal data (including IP addresses and search, surf and purchase behaviour) to investigate unauthorised access and fraud, to prevent and counteract.

Retention period for personal data

Klapr stores the personal data made available to it via the website for two years after termination of the business relationship, unless a shorter or longer term applies to this by law or otherwise.

Your privacy rights

The GDPR stipulates that you have, among other things, the right to inspect your personal data and the right to rectify or request deletion of your personal data.

If you want to know which personal data Klapr processes from you, you can request inspection in writing or by email. Does your data appear to be incorrect, incomplete or irrelevant? Then you can make a request for your to have data changed or supplemented.

Changes to the privacy statement

Klapr reserves the right to make changes to this statement without further notice. We therefore recommend that you consult this statement regularly to ensure that you are kept informed of any changes.

Right to data portability

You have the right to access information you have provided to us in the context of the agreement(s) you have entered into with us. You will receive this as a machine-readable format, so that you can save this data (or have it saved) in your database or that of another party. This concerns your name, address and place of residence details and Order history. We offer you the possibility to view this data in a machine-readable format to be downloaded through your account.

Right to be forgotten

You have the right to ask us to delete any data we hold about you. When you submit a request to delete your account, we will delete data traceable to you except for the data that we are required or permitted by law to retain. We offer you the opportunity to submit a request through your account.

Privacy Officer

For AVG-related questions or information Klapr has a Privacy Officer: Mr. J. (Jaap) de Ruiter. He is accessible via info@klapr.nl and (033) 2584324.

Contact; viewing and changing your data

Questions about the privacy policy or questions about access and changes in (or removal of) your personal data can be sent to Klapr at any time via the e-mail address: info@klapr.nl or telephone number (033) 2584324.

(Klapr – March 2019 version)