

Privacy policy Faithful By Hand

<https://www.faithfulbyhand.nl/>

About our privacy policy

Faithful By Hand cares a lot about your privacy. We therefore only process data that we need for (improving) our services and we handle the information we have about you and your use of carefully have collected our services. We never make your data available for commercial purposes third parties.

This privacy policy applies to the use of the website and the services provided by it Faithful By Hand. The starting date for the validity of these conditions is 09/02/2021, with the publication of a new version expires the validity of all previous versions. This privacy policy describes which data are collected by us about you, what this data is used for and with whom and under what conditions this data can possibly 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 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, u find the contact details at the end of our privacy policy.

About the 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.

Web store software

Webador

Our webshop has been developed with software from JouwWeb. Personal data that you provide on our behalf services available to us are shared with this party. JouwWeb has access to your data to provide us (technical) support, they will never use your data for anyone else target. JouwWeb is obliged to provide appropriate information on the basis of the agreement we have concluded with them take security measures. These security measures consist of the application of SSL encryption and a strong password policy. JouwWeb uses cookies to collect technical information with regarding your use of the software, no personal data is collected and / or stored. JouwWeb reserves the right to share collected data within its own concern in order to use the further improve services.

Web hosting

Webador

We purchase web hosting and e-mail services from JouwWeb. JouwWeb 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. These are not personal data. JouwWeb has appropriate technical and organizational measures taken to prevent loss and unauthorized use of your personal data. JouwWeb is obliged to observe secrecy on the basis of the agreement.

Webador

We use the services of JouwWeb for our regular business e-mail traffic. This party has take appropriate technical and organizational measures to prevent misuse, loss and corruption of your and

our data as much as possible. JouvWeb has no access to our mailbox and we handle all our email traffic confidential.

Payment processors

Reviews

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 for carrying out the deliveries. It is therefore necessary that we use your name, share address and residence details with PostNL. PostNL uses this information only for the purpose of execution of the agreement. In the event that PostNL engages subcontractors, PostNL will provide your data also available to these parties.

Invoicing and accounting

External sales channels

Purpose of data processing

General purpose of the processing

We only use your data for the benefit of our services. That is to say 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 to - other than on your request - to contact you at a later time, we will ask you for explicit permission. Your data is not shared with third parties, other than for accounting and other administrative purposes obligations. These third parties are all kept confidential on the basis of the agreement between them and us or an oath or legal obligation.

Automatically collected data

Data automatically collected by our website is processed for the purpose of our further improve services. This information (for example your IP address, web browser and operating system) are not personal data.

Participation in tax and criminal investigations

In some cases, Faithful By Hand can be held to the sharing your data in connection with government tax or criminal investigations. In such We are forced to share your data, but we will do so within the possibilities that the law offers us oppose this.

Retention periods

We keep your data as long as you are our client. This means that we keep your customer profile until you indicates that you no longer wish to use our services. If you indicate this to us, we will do this also interpret as a request for forgiveness. We serve on the basis of applicable administrative obligations keep invoices with your (personal) data, so we will keep this data for as long as applicable term is running. However, employees no longer have access to your client profile and documents we have manufactured in response to your order.

Your rights

On the basis of 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 which ones below rights these are and how you can invoke these rights. In principle, we steer to prevent abuse copies and copies of your data only to your e-mail address already known to us. In case you have the If you wish to receive data at another e-mail address or, for example, by post, we will ask you to register legitimize. We keep records of completed requests, in the case of a request to be forgotten we administer anonymous data. You will receive all statements and copies of data in the machine-readable data format that we use within our systems. You have the right to request a file a complaint with the Dutch Data Protection Authority if you suspect that we have your personal data on a wrong way.

Right of inspection

You always have the right to process the data that we process or have related to your person or can be traced back to this. You can submit a request to that effect to our contact person for privacy matters. You will 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 to the e-mail address known to us who have this data in their possession, stating the category under which we have this data saved.

Right of rectification

You always have the right to process the data that we process or have related to your person or be traceable to that end, adjusted. You can submit a request to that effect to our contact person for privacy matters. You will 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 to the e-mail address known to us.

Right to restriction of processing

You always have the right to process the data that we process or have related to your person or for that purpose be traceable, to be limited. You can submit a request to that effect to our contact person for privacy matters. You will 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 until you cancel the restriction be processed longer.

Right to portability

You always have the right to process the data that we process or have related to your person or traceable to that end, to be carried out by another party. You can submit a request to that effect our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you copies or copies of all data to the e-mail address known to us about you that we have processed or that have been processed on our behalf by other processors or third parties. In such a case, it is likely that we will no longer be able to continue the service, because the safe 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 Faithful By Hand. If you object, we will immediately process the data strike pending the settlement of your objection. If your objection is well-founded, we will send copies and / or copies of data that we process or have made available to you, after which the processing remains permanent to strike. You also have the right not to engage in automated individual decision-making or profiling be subjected. We do not process your data in such a way that this right applies. Are you believe that this is the case, please contact our contact person for privacy matters.

Cookies**Cookies from third parties**

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

Changes to the privacy policy

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

Contact details

Faithful By Hand

The Netherlands T E info@faithfulbyhand.nl

Contact person for privacy matters

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