



Privacy Statement Verstegen Spices & Sauces B.V.

May 2018

Verstegen Spices & Sauces greatly values your privacy. This is why we comply with privacy legislation. This means that your data are safe with us and that we will always use them in accordance with the law.

This privacy statement indicates what type of information we collect on our website and how we use and secure this information. You can also read what you can do if you do not want us to collect your personal data and how you can change any data you have already provided to us.

This statement only concerns this website and not any other websites to which our site links. By accessing our website, you agree that Dutch law applies to all disputes that may arise or can relate to the use and contents of this website.

You can contact Verstegen Spices & Sauces B.V if you have any questions or want to learn what data we gather about you. Our contact details can be found at the bottom of this statement.

Handling orders

If you place an order with us, we use your personal data to process it properly. We may share your personal data with our delivery service to ensure your order can be delivered. We will also receive information about your payment from your bank or credit card company.

We use your payment details, name and address details, email address, telephone number and billing address for this. If you are a corporate customer, we also process your company name and VAT number. We do this to implement the agreement we have concluded with you. We store this information until your order is complete and for a subsequent period of seven years (the statutory retention period).

Statistics and Profiling

We keep statistics about the use of our website. These statistics serve to improve our website, for example, by only showing relevant information. We can combine your personal data to learn more about you. Of course, we will respect your privacy at all times. You can always contact us if you do not want this.

We use your payment details, telephone number, email address, IP address, name and address details and billing address for this. This takes place based on your permission. We store this information for six weeks.

Contact form and newsletter

You can use the contact form to ask questions or submit requests. Our customer service is also available on Facebook Messenger, by email or telephone.

Depending on the channel and nature of your question/request, we use your name and address details, email address, telephone number and payment details. We do this to process your comment and/or handle your complaint. We store this information until we are sure that you are satisfied with our response and for a subsequent period of one year. This ensures that we can easily refer back to this information if you have any follow-up questions. It also enables us to improve our customer service. We cannot control what the creators of messenger software (such as Facebook) do with your data. Always consult their privacy statements as well (refer to the privacy statement of [Facebook](#)).



You can subscribe to our newsletter. It contains news, tips and information about our products and services. You can cancel this subscription at any time. Each newsletter contains an unsubscribe link.

Your email address will only be added to the list of subscribers with your permission. This information will be kept for one month after you have unsubscribed.

We make use of Mailchimp for sending newsletters. Mailchimp has secured its systems well and handles your data confidentially. Mailchimp is based in the United States of America and we have concluded a model contract for transfer with Mailchimp based on Article 26(4) of the European Directive 95/46/EC.

Your account

You must first register for certain sections of our website. This requires you to provide information about yourself. We use this information to create an account to which you can log in using your email address and a password of your choice.

This requires your name and address details, email address, telephone number, billing address, payment details and, if applicable, your company name and VAT number. This takes place based on your permission. We will keep this information until you delete the account.

We store this information so that you do not need to enter it again and again and to more easily contact you if necessary in relation to the website. You can change your account details when you want.

Advertising

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

- using email
- using social media

You can object to this advertising at any time. Each email contains an unsubscribe link. You can also block us or use the opt-out option.

Location details

Our website, www.verstegen.eu, sometimes needs to determine where you are. We will ask you for this information in a separate prompt and will only have access to this information once you give your permission.

We use the navigation and location software on your phone, tablet or computer for this service. We cannot control what the creators of this software (such as Google Maps) do with your data. Always consult their privacy statements as well.

Sharing data with other companies or institutions

We will only give your personal data to other companies or institutions if this is necessary for our website or if we are legally required to do so (for example, if the police demands it based on a suspected crime).

We cooperate with certain companies. These partners may obtain your personal data. This is necessary to deliver your purchase. They can send you advertising themselves.

Cookies

Our website uses cookies, scripts and similar files ("Cookies"). Cookies are small files in which information is kept to ensure you do not need to provide it every time. We can also use them to see



when you visit us again. We can use cookies or similar means to collect other information during your visit to our website, such as the specific areas of the website you visit and the services you use. We collect this information to better adjust our website and products to your interests and needs.

We will show you a message explaining cookies when you visit our website for the first time. We will ask for your permission for the use of these cookies.

You can turn off the use of cookies using your browser. Some parts of our website will no longer work optimally and you will no longer be able to receive personalised information.

We have made agreements on the use of the cookies with other companies that place cookies. However, we cannot fully control what they do with cookies themselves. Make sure to also consult their privacy statements.

Google Analytics

We use Google Analytics to track how users use the website and how effective our Adwords ads on Google search result pages are. This information, including your IP address, is transferred to and stored by Google on servers in the United States. We will ensure that Google anonymises the IP address if no explicit permission has been obtained for the use of Google Analytics. The information we obtain through Google Analytics cookies expires after 14 months. Consult the [privacy policy of Google](#) for more information, as well as the specific [privacy policy of Google Analytics](#).

Google uses this information to track how our website is used, to provide reports about the website, and to offer advertisers information about the effectiveness of their campaigns. Google may also disclose this information to third parties if required by law or if these third parties process the information on its behalf. We cannot control this. We have concluded a processing agreement with Google. It contains strict agreements on what they are allowed to track. We did not allow Google to use the analytics information for other Google services.

Social media

This site includes buttons to promote or share pages on the social networks of Facebook and Instagram. These buttons are created using code provided by Facebook itself. This code also places a cookie (see above). Facebook uses this cookie to collect your personal data.

Read the privacy statement of [Facebook](#) (which can change at any time) to learn what they do with your personal data processed with this code.

Security

We take all possible precautions to secure your personal data. Access to personally identifiable information is restricted. This aims to prevent unauthorised access to or modification or misuse of the data. Nevertheless, we do not accept any liability for any damage you as a visitor to the website www.verstegen.eu may incur if your personal data end up at third parties despite our precautions.

Changes to our privacy statement

Naturally, we must also change our privacy statement when we make changes to our website. Always check the date at the top of this document and regularly check for any updates. We will strive to announce changes separately.

Accessing, changing and removing your data

If you have any questions or want to learn what personal data we hold about you, you can contact us at all times. Our contact details can be found below.



You have the following rights:

- being informed about what personal data we hold and what we do with them;
- gaining access to the specific personal data we hold;
- having corrected errors;
- having removed (out-of-date) personal data;
- withdrawing your permission;
- objecting against a specific use.

Make sure you clearly indicate who you are, so that we can ensure that we do not adjust or delete any data of the wrong person.

Submitting a complaint

If you believe we do not provide sufficient assistance, you have the right to submit a complaint with the Dutch Data Protection Authority.

Contact details

If you have any questions about this privacy policy, you can contact us by phone, email or post using the contact details below.

[c/o Consumenten Departement](#)

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