

## **Privacy Policy DVM International B.V.**

DVM International B.V. 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 collected about you and your use of our services with care. 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 DVM International B.V.. The effective date for the validity of these conditions is 04/02/2022, with the publication of a new version the validity of all previous versions. This privacy policy describes which data about you is collected by us, what this data is used for and with whom and under what conditions this data 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, you can contact our contact person for privacy policy, you will 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.

### **Online Store Software**

#### **Shopify**

Our webshop is developed with Shopify software. Personal data that you make available to us for the purpose of our services will be shared with this party. Shopify has access to your data to provide us with (technical) support, they will never use your data for any other purpose. Shopify is obliged to take appropriate security measures based on the agreement we have concluded with them. These security measures consist of the application of SSL encryption and a strong password policy. Shopify uses cookies to collect technical information related to your use of the software, no personal data is collected and/or stored. Shopify reserves the right to share collected data within its own group in order to further improve the service.

#### **web hosting**

We purchase web hosting and email services from MijnDomain. MijnDomein 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. MijnDomein has taken appropriate technical and organizational measures to prevent loss and unauthorized use of your personal data. MijnDomein is obliged to observe secrecy on the basis of the agreement.

#### **Argeweb**

We use the services of Argeweb 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. Argeweb does not have access to our mailbox and we treat all our e-mail traffic confidentially.

#### **Payment processors**

## **Mollie**

We use the Mollie platform to handle (part of) the payments in our webshop. Mollie processes your name, address and residence details and your payment details such as your bank account or credit card number. Mollie has taken appropriate technical and organizational measures to protect your personal data. Mollie reserves the right to use your data to further improve the service and to share (anonymised) data with third parties in this context. All the above-mentioned guarantees with regard to the protection of your personal data also apply to the parts of Mollie's services for which they engage third parties. Mollie does not store your data for longer than permitted by law.

## **Reviews**

### **WebshopKeur**

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 explain your review. In the event that we invite you to leave a review, we will share your name and email 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 the services, we have given permission to WebwinkelKeur for this. All the above-mentioned guarantees 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**

When 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 only uses this information for the purpose of executing the agreement. In the event that PostNL engages subcontractors, PostNL will also make your data available to these parties.

## **Invoicing and accounting**

### **e-accounting.nl**

EXAMPLE: We use the services of e-boekhoudt.nl to keep track of our administration and accounting. 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-boekhoudt.nl is obliged to observe secrecy and will treat your data confidentially. e-boekhoudt.nl does not use your personal data for purposes other than those described above.

## **External sales channels**

## **bol.com**

We sell (part of) our items 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 treat your data confidentially and have taken appropriate technical and organizational measures to protect your data against loss and unauthorized use.

## **Marktplaats.nl**

We sell (part of) our articles via the Marktplaats.nl platform. If you place an order via this platform, Marktplaats.nl will share your order and personal data with us. We use this information to process your order. We treat your data confidentially and have taken appropriate technical and organizational measures to protect your data against loss and unauthorized use.

## **Beslist.nl**

We sell (part of) our articles via the Beslist.nl platform. If you place an order via this platform, Beslist.nl will share your order and personal data with us. We use this information to process your order. We treat 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 only use your data for the purpose of our services. This means that the purpose of the processing is always directly related to the order 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 at your request - contact you at a later time, we will ask you for explicit permission for this. Your data will not be shared with third parties, other than to comply with accounting and other administrative obligations. These third parties are all kept confidential 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.

### **Cooperation in tax and criminal investigations**

In some cases, DVM International B.V. are obliged to share your data on the basis of a legal obligation in connection with government tax or criminal investigations. 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 for forgetting. On the basis of 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 prepared in response to your assignment.

## **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 that are 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 e-mail address already known to us. 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 request for forgetting we administer anonymized data. You will receive all copies and copies of data in the machine-readable data format that we use within our systems. You have the right to file a complaint with the Dutch Data Protection Authority at any time if you suspect that we are using your personal data in the wrong way.

### **Right of access**

You always have the right to inspect the data that we process or have processed and that relate to your person or can be traced back to you. You can make a request to that 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 have this data at the e-mail address known to us, stating the category under which we have stored this data.

### **Right of rectification**

You always have the right to have the data that we process or have processed and that relate to your person or can be traced back to you adjusted. You can make a request to that 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 adjusted to 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 that can be traced back to you. You can make a request to that 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 at 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 and that relate to your person or can be traced back to it, have it performed by another party. You can make a request to that 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 our behalf to 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 to object and other rights**

In some cases you have the right to object to the processing of your personal data by or on behalf of DVM International B.V.. If you object, we will immediately stop the data processing pending the handling of your objection. If your objection is justified, we will make copies and/or copies of data that we process or have processed available to you and then permanently discontinue 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 are placed via our website from the American company Google, as part of the "Analytics" service. We use this service to keep track of and to get 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 obtained analytics information for other Google services.

#### **Third Party Cookies**

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

#### **Privacy Policy Changes**

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 relating to you, we will inform you by e-mail.

### **Contact details**

**DVM International B.V.**  
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Contact person for privacy matters

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