

FILLING PIECES

Privacy and cookie policy Filling Pieces

Your privacy is important to us. This Privacy and cookie policy describes the data protection practices of Filling Pieces and provides you information on Filling Pieces' collection, disclosure, use, protection and retention of your personal data and what choices you have relating to your data in accordance with European General Data Protection Regulation ('GDPR') and local applicable laws.

1. Who is responsible for processing your personal data?

Filling Pieces B.V., a private company with limited liability having its registered address at Spuistraat 168 B, 1012 VT, Amsterdam, the Netherlands, with Chamber of Commerce number 66962099, is responsible for the processing of your personal data, hereinafter referred to as 'Filling Pieces', 'we', 'us' and 'our'.

2. Which personal data do we collect?

Filling Pieces only processes personal data that you have provided to us on our website or personal data we receive from you if we communicate with you via e-mail, online or social media. This information may include your first and last name, e-mail address, address, telephone number, payment details, account details, order details, your social media information, your communication with us, your preferences and your reviews of our products and services.

We consider this information is necessary for us to execute our services, including delivery of goods, arrange payment, in a for you most efficient and convenient manner.

3. Children

We do not allow children below the age of sixteen to register on our website or make purchases.

4. Why do we collect your data and how do we use it?

- To register and maintain your account.
- To process/fulfill your order.
- To provide you with information, products and/or services that you have requested from us.
- To provide you with personalized marketing, advertising and information about our products and/or services by creating a profile based on your preferences and purchasing history.
- To customize, measure and improve your experience on our website. To ensure that content from our website is presented in the most effective manner for you and for your computer and device.
- For the specific purpose you have voluntarily provided us with your personal data.
- To improve and develop our products and services.
- To perform our obligations arising from any agreements entered into between you and us.
- For statistical research and analytics, such as measuring our audience.
- To prevent or detect fraud, abuse, illegal use, and to comply with court orders, governmental requests or applicable law.
- We will use your email address to contact you in case any errors have occurred during the ordering process, for example, if your purchase doesn't get completed.
- To provide the workshop in which you participate.

We base our processing of your personal data on several legal grounds. When you purchase our products, we need your personal data to fulfill our contract with you. We further rely on your consent (if necessary), our legitimate interests as a business or process your data if we need to comply with a legal obligation.

5. Your contact with our customer service

You can contact our customer service by email, chat, WhatsApp, phone and by sending a private message via social media. We save the data you provided to us, such as your contact details, credit information and all correspondence, in order to contact you in connection to your question, complaint, warranty, or to handle any issues regarding our products or services. We can also contact you in case there are any errors or problems with your order. Note that phone calls with our customer service may be recorded for training purposes.

All data received and processed in connection to your contact with our customer service shall be retained as long as is necessary to carry out the purposes set out in this privacy policy (unless a longer retention period is required by applicable law). The processing and retaining of all data collected in connection to your contact with our customer service is based on the fulfillment of our contract with you, our legitimate interest or to comply with legal or statutory requirements.

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When you use social media to contact our customer service, the processing and retaining of your data will be subject to the respective social media's privacy policy.

6. How do we collect your data?

We collect the data that you have voluntarily provided us on and via our website or via e-mail, online or social media. We also collect your data, such as technical information about your devices and your behavior on our website, by using cookies and other similar tracking technologies, hereinafter referred to as 'Cookies'.

7. What are cookies?

Cookies are text files containing small amounts of information which are stored on your computer by the website you visit. Cookies are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the website and help them remember certain information about you.

8. Which categories of cookies are used on our website?

There are three types of Cookies used on our website:

- Essential cookies: these Cookies are used to register your settings and preferences and are required for the core operation of our website.
- Analytics cookies: these Cookies are generally used to improve our website and to optimize our webpages and newsletters.
- Advertising & Social Media Cookies: these are Cookies such as advertising cookies, which are used for promotional purposes (direct and affiliate marketing/newsletters, etc.) These Cookies also help us understand your behavior on our website and to improve your experience on our website.

These Cookies may be placed by us or a by a third party. Third-party Cookies are placed by a domain name other than that of the website you are currently visiting and those third-party Cookies are subject to those third parties' own privacy and/or cookie policy. Unfortunately, we are not able to control the settings of these Cookies, please visit their own website for more information about their privacy and cookie policy and how to manage these Cookies.

See below a list of the main cookies we use:

Essential Cookies

Cookie name: _shopify_visit, shopify_uniq, _shopify_s, _shopify_y, _landing_page, _orig_referrer, cart, checkout, checkout_token, _secure_session_id,

Cookie Provider: Shopify

Cookie Purpose: These Cookies allow our servers to recognize you on our website. For example, to know you are logged in or have added products to your cart.

Privacy policy: [Click here](#)

Retention period: 2 years

Cookie name: cookieconsent_status

Cookie Provider: Silktide

Cookie Purpose: This Cookie is dropped by our partner Silktide and shows a cookie consent bar on a website. It is used to record whether the user has engaged with the notice to prevent it from re-appearing on return visits.

Privacy policy: [Click here](#)

Retention period: 237 days

Cookie name: _zlcmid, _cfduid, _ga

Cookie Provider: Zendesk/Zopim

Cookie Purpose: These Cookies are dropped by our partner Zendesk/Zopim and allow us to offer you a live customer service chat.

Privacy policy: [Click here](#)

Retention period: 2 years

Analytics Cookies

Cookie name: _ga, _gac, _gid

Cookie Provider: Google

Cookie Purpose: These Cookies are dropped by our partner Google for traffic and user behaviour analytics.

Privacy policy: [Click here](#)

Retention period: 2 years

Cookie name: _hjClosedSurveyInvites, _hjIncludedInSample, _hjMinimizedPolls, hjDonePolls, _hjDoneTestersWidgets, _hjMinimizedTestersWidgets

Cookie Provider: Hotjar

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Cookie Purpose: These Cookies are dropped by our partner Hotjar for user behaviour analytics.

Privacy policy: [Click here](#)

Retention period: 365 days

Cookie name: optimizelyBuckets, optimizelyEndUserId, optimizelySegments

Cookie Provider: Optimizely

Cookie Purpose: These Cookies are dropped by our partner Optimizely and allow us to do user segmentation and A/B testing.

Privacy policy: [Click here](#)

Retention period: 178 days

Advertising & Social Media Cookies

Cookie name: id, IDE, DSID

Cookie Provider: DoubleClick

Cookie Purpose: These Cookies are dropped by our partner DoubleClick and allow us to make advertising more engaging to users.

Privacy policy: -

Retention period: 485 days

Cookie name: lu, xs, s, presence, act, c_user, csm, p, fr, datr

Cookie Provider: Facebook

Cookie Purpose: These Cookies are dropped by our partner Facebook and allow us to make advertising more engaging to users.

Privacy policy: [Click here](#)

Retention period: 485 days

Cookie name: _kla_id

Cookie Provider: Klaviyo

Cookie Purpose: These Cookies are dropped by our partner Klaviyo and allow us to make email marketing more engaging to users.

Privacy policy: [Click here](#)

Retention period: 2 years

9. Manage your Cookie preferences

You can always change your Cookie preferences or disable Cookies via your browser settings. For more information on how to change your Cookie preferences please check your browser settings and browser Help Menu. In case you use different devices and different browsers to access our site, you will need to adjust your Cookie preferences on each browser on each device.

You can also click on one of the links below to learn how you can manage your Cookie preferences on your browser:

- [Safari](#)
- [Mozilla Firefox](#)
- [Chrome](#)
- [Opera](#)
- [Microsoft Explorer](#)

Please note that if you disable all Cookies, we can't guarantee access to all the sections of our site and/or whether our site will function correctly.

It is also possible to install a browser plugin, such as Ghostery, that will give you an up-to-date summary of all the third-parties accessing your browser and that will give you the option to disable certain Cookies.

10. Your rights

You have the right to:

- Request access to your personal data.
- Request an electronic copy of your personal data.
- Correct your personal data.
- Object to our processing of your data.
- Restrict how we process your personal data.
- Ask us to delete your personal data.
- Revoke your consent.
- File a complaint with a supervisory authority in the EU Member State.

You can send your request to support@fillingpieces.com. Please note that we will decline to comply with your requests in the event that we are legally obliged to keep your data the way it is, which legal obligation we will share with you.

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If you do not want to receive marketing communications from Filling Pieces any longer, please let us know by sending us an e-mail support@fillingpieces.com or opt-out via the opt-out mechanism provided in all our e-mail communications.

11. Transfer, retention, security and processing of data

The transfer, storage and processing of your data is secured by means of current, usual technical measures. For example, we use HTTPS (Hypertext Transfer Protocol Secure) and SSL (Secure Sockets Layer)-certificates to protect our website, especially on the webpages where you need to fill out your payment details.

We will retain your data for no longer than as reasonably necessary to fulfill the purposes for which we collect the data or in so far as such is necessary for compliance with legal and statutory obligations and for solving any disputes.

We provide your personal data to third parties if this is necessary to provide the services available on our website or if there is a legal obligation to do so. We also provide your personal data to third party service providers who help us to provide you with the best experience possible.

We may transfer or store your personal data with third party service providers who may be located in countries other than the country in which your personal data was originally collected. The laws in those countries may not provide the same level of data protection as compared to Europe. When we transfer your personal data to recipients in other countries, including the USA, we will protect your personal data as described in this Privacy and cookie policy and in compliance with applicable law. We use different measures to ensure that your personal data transferred to these countries receives adequate protection in accordance with data protection rules; this for example includes signing the EU Standard Contractual Clauses.

12. Third party apps/tools

See below a list of the main third party apps/tools we use:

App Developer: Shopify
Developer Country: Ireland
Privacy Policy: [Click here](#)
App Purpose: Invite customer accounts, Analyzing & reporting, Automation

App Developer: Space Squirrel Ltd.
Developer Country: USA
Privacy Policy: -
App Purpose: Create discount codes

App Developer: Estore Automate
Developer Country: USA
Privacy Policy: [Click here](#)
App Purpose: Analyzing & reporting

App Developer: CODE
Developer Country: The Netherlands
Privacy Policy: -
App Purpose: Fulfil orders with 3PL

App Developer: Hexasoft Development
Developer Country: Malaysia
Privacy Policy: -
App Purpose: Fraud analysis

App Developer: Bytestand
Developer Country: USA
Privacy Policy: -
App Purpose: Store credits

App Developer: Klarna
Developer Country: Sweden
Privacy Policy: [Click here](#)
App Purpose: Payment service provider

App Developer: Klaviyo

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Developer Country: USA
Privacy Policy: [Click here](#)
App Purpose: Email marketing

App Developer: Riskified Ltd.
Developer Country: USA
Privacy Policy: [Click here](#)
App Purpose: Fraud analysis

App Developer: Gorgias Inc.
Developer Country: USA
Privacy Policy: [Click here](#)
App Purpose: Customer service

Our payment page is hosted by Shopify. Once you have selected your payment type you will be redirected to a third party payment environment. We offer the following third party payment service providers Stripe, PayPal, Multisafepay and Klarna, which offer secure gateways. For payments made through a third party, the terms and conditions and privacy policy of that party shall apply.

13. Changes to our privacy and cookie policy

We may update this policy at any time. We will indicate any changes by updating the date in this article. You accept the most recent version of our privacy and cookie policy every time you enter and use this website. This cookie Policy was last modified in February 2023.

14. Questions

If you have any questions regarding our Privacy and cookie policy please send us an e-mail at support@fillingpieces.com.