

Privacy policy

In this Privacy Policy, *DIS is me* (hereinafter "*DIS is me*", "we" or "us") informs you how we process your personal data. We may update the Privacy Policy from time to time.

1. About *DIS is me*

Anne Lagemaat, owner of *DIS is me*, is the data controller of your personal data within the meaning of the Algemene Verordening Gegevensbescherming (AVG, which is the Dutch equivalent of the General Data Protection Regulation (GDPR)). *DIS is me* is located at Staten van Hollandplein 4, 4131 ZH, Vianen UT, The Netherlands (no visiting address). For questions about our Privacy Policy, please send an email to info@dis-is-me.nl.

2. What personal data do we process?

We may process personal data of our customers, or visitors and users of our website and people who e-mail us or subscribe to the newsletter. This may include contact details, details of purchases and details of which newsletter you would like to receive. The provision of personal data is never mandatory, but the use of this website, access to a web form to subscribe and requests for information may depend on the provision of information. We also place cookies (if necessary after your consent). More information about this can be found in our Cookie Policy, which you can access in the bottom left of your screen by clicking on the cookie.

Among other things, we process the following personal data (if applicable):

- name, address, city
- delivery address, billing address
- phone number, e-mail address
- products purchased
- bank and payment details if you make a purchase
- customer status
- website visit and click behavior
- data about your computer
- duration and time of visit
- IP-address

To improve our website, we use cookies from Google Analytics, with whom we have a processor agreement. We do not share any personal data with Google. The last eight digits of IP-addresses are hidden. Furthermore, we do not use any other Google services in conjunction with these cookies.

To serve you well, you can reach *DIS is me* via email, social media and for some purposes by phone. We may make a note of conversations we have with you so that we can better serve you next time and improve our services.

3. What do we process personal data for?

In order to provide our products and services properly and effectively, we process your personal data. We also have to comply with legal obligations which require us to process your personal data.

The personal data provided by you will be processed for the following purposes:

- administrative purposes, to process orders placed by you and collect payments due;
- managing customer data;
- sending: newsletters (if you have subscribed to these), information about orders and donations and other (necessary) information from *DIS is me*;
- performing analyses;
- to keep in touch with you and answer your questions, for example by phone, WhatsApp, email or (personal messages via) social media;
- to improve our services.

4. Basis of processing

In order to process your personal data, such processing must be based on one of the bases in the AVG. In the case of *DIS is me* this is – depending on the specific personal data – based on the purchase agreement, a legal obligation, a legitimate interest or consent. If you do not provide certain personal data, you may not be able to order a product or experience all the functionalities of the website.

Purchase agreement: in order to deliver to you a purchase made through our website, we must process certain personal data from you: for example, name and address details, e-mail address, payment details and delivery details.

Legal obligations: tax laws require us to retain certain financial data.

Consent: If the processing of personal data does not fall under one of the aforementioned bases, we will ask your permission to process certain personal data. You can withdraw your consent at any time.

5. To whom does *DIS is me* provide personal data?

In order to be of service to you and to carry out our work, we engage other parties to process personal data on our behalf. Sometimes we are required by law or a court to provide personal data to, for example, the tax authorities, the police or the regulator. We may also share personal data with third parties to prevent and counter abuse, fraud and improper use. We further provide personal data to other third parties only after we have obtained your prior consent.

If we have personal data processed by a third party, we conclude a written processor agreement with these so-called processors that complies with the AVG. A processor is, for example, a logistics service provider that delivers your order to the mail carrier or an email marketing software company that facilitates the sending of emails.

We never "sell" your personal data. A third party may not use your data for their own purposes without your permission, unless they themselves are responsible for your data (think of the processing of the payment by your bank, or the sending of your package by the postal delivery company).

6. Processing personal data outside the EU

DIS is me tries as much as possible to process your data only within the European Union. Sometimes this is not possible.

We try as much as possible to store your data on a server in the European Union. The AVG applies in all EU countries. If we engage processors, we also require them to store personal data on servers in the European Union. To the extent that this is not possible, we take the necessary measures to provide an appropriate level of protection for the protection of your personal data.

7. Your rights regarding personal data

If we process your personal data, under certain circumstances you have the right to access, correct, transfer or delete your personal data. You can also sometimes object to or request the restriction of the processing of your personal data.

Inspection and correction: if you want to know whether we process your personal data or if you want to inspect or correct your personal data, you can send us an e-mail. We may ask you to identify yourself first.

Deletion: under circumstances the AVG offers the possibility of having personal data deleted. We will then assess whether the request can be carried out. In some cases we cannot delete your personal data because we need to keep it for tax or other legal obligations.

Objection: If we process your personal data on the basis of a legitimate interest, you can object to the further use of your personal data for your specific reasons.

Objection to advertising: If you no longer wish to receive newsletters by e-mail or other electronic messages, you may unsubscribe by clicking the unsubscribe link in an e-mail message you receive. You can also unsubscribe by contacting us.

Restrict: you can request to restrict the processing of your personal data if you believe that your personal data are incorrect, the processing is unlawful, you need them for a legal claim or you have objected to the processing.

You can submit your request for inspection, correction, deletion, objection or restriction to Anne Lagemaat at info@dis-is-me.nl.

8. Hoe beveiligen wij jouw persoonsgegevens?

We have taken appropriate technical and organizational measures to prevent the loss of personal data or unlawful processing.

Your personal data is stored and processed as much as possible encrypted in a secure environment equipped with at least an SSL certificate.

9. How long do we keep your personal data?

We do not keep your personal data longer than necessary for the purposes for which we use your personal data. Some data is required by law to be kept for a specific period of time.

For example, if you have made a purchase, this may mean that we have to keep certain personal data for our records for a period of time. We will not keep your personal data longer than necessary. Once we mark you as inactive, or if you request deletion earlier, we will delete or anonymize your personal data where possible.

10. Questions or complaints?

If you have any questions about how we process your personal data, please let Anne Lagemaat know at info@dis-is-me.nl. We will be happy to help you further. If you have a complaint that we cannot resolve for you, you can always file a complaint with the Dutch Data Protection Authority ("Autoriteit Persoonsgegevens").