

# Privacy Policy AD-Biking

<https://www.ad-biking.com/>

## About our privacy policy

AD-Biking 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 ADBiking. The effective date for the validity of these conditions is 24/03/2022, with the publication of a new version the validity of all previous versions expires. This privacy policy describes what 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, please contact our privacy contact person, the contact details can be found 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

#### WooCommerce

Our webshop is developed with software from WooCommerce. Personal data that you make available to us for the purpose of our services will be shared with this party. WooCommerce has access to your data to provide us with (technical) support, they will never use your data for any other purpose. WooCommerce 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. WooCommerce uses cookies to collect technical information regarding your use of the software, no personal data is collected and/or stored. WooCommerce reserves the right to share collected data within its own group in order to further improve the service.

#### WooCommerce hosting

Our webshop has been developed with software from WooCommerce, we have chosen MijnDomain for our web hosting. Personal data that you make available to us for the purpose of our services will be shared with this party. MijnDomein has access to your data to provide us with (technical) support, they will never use your data for any other purpose. MijnDomein is obliged to take appropriate security measures on the basis of the agreement we have concluded with them. These security measures consist of the application of SSL encryption and a strong password policy. Regular backups are made to prevent data loss.

## **Web hosting**

### **MijnDomein**

We purchase web hosting and email services from MijnDomein. 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.

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

## **Payment Processors**

### **Pay.nl**

We use the payment service provider Pay.nl to handle (part of) the payments in our webshop. Pay.nl processes your name, address and residence details and your payment details such as your bank account or credit card number. Pay.nl has taken appropriate technical and organizational measures to protect your personal data. Pay.nl reserves the right to use your data to further improve the service and to share (anonymized) data with third parties in this context. In the event of an application for a deferred payment (credit facility), Pay.nl shares personal data and order data with post-payment service providers. All the above-mentioned guarantees with regard to the protection of your personal data also apply to the parts of Pay.nl services for which it engages third parties. Pay.nl does not store your data for longer than permitted by law.

### **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 (anonymized) 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**

We do not collect reviews via the Woocommerce platform.

## **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.

## **DHL**

When you place an order with us, it is our job to have your package delivered to you. We use the services of DHL to carry out the deliveries. It is therefore necessary that we share your name, address and residence details with DHL. DHL only uses this information for the purpose of executing the agreement. In the event that DHL engages subcontractors, DHL will make your data available to these parties.

## **Invoicing and accounting**

### **Quick Start**

We use the services of Snelstart 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 will be sent and stored protected. Snelstart is bound to secrecy and will keep your data treat confidentially. Snelstart does not use your personal data for purposes other than described above.

## **External sales channels**

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

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

In some cases, AD-Biking can be held on the basis of a legal obligation to share your data 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 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 interpreted this as a request to forget. Pursuant to applicable administrative obligations, we must keep invoices with your (personal) data, so we will keep this data for as long as the applicable retention period. However, employees no longer have access to your client profile and documents that we have prepared as a result of your assignment.

## **Your rights**

On the basis of the applicable Dutch and European legislation, you as a data subject have certain rights with relating to the personal data 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 documents 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 forget request 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 view the data that we process that relate to your person or traceable is to you. You can make a request to our contact person about these 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 change the data that we process or have that relate to your person or can be traced back to it. You can make a request to our contact person about these 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 process the data that we process or have that relate to your person or traceable to this, to be carried out 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 the documents 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 such cases, you have the right to object to the processing of your personal data by or on behalf of AD-Biking. If you object, we will immediately stop the data processing pending the handling of your objection. If your objection is justified, we will make the documents 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**

### **Third Party Cookies**

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

## **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**

### **AD-Biking**

Henri Dunantlaan 2, 9728HD Groningen, The Netherlands, T (062) 918-1868, E [info@ad-biking.com](mailto:info@ad-biking.com)

### **Contact person for privacy matters**

H. de Lange