

# Privacy policy of MagStuff B.V.

<https://magstuff.eu/en/>

## About our privacy policy

Magstuff B.V. cares deeply about your privacy. We therefore only process data we need for (improving) our services and treat 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 Magstuff B.V. The effective date for the validity of these terms is 04/04/2023, 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, if any, this data may be shared with third parties. We also explain to you how we store your data and how we protect your data from misuse, and what rights you have in relation to the personal data you provide to us.

If you have any questions about our privacy policy, please contact our privacy contact, you will find the contact details at the end of our privacy policy.

## About 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 who has access to the data.

### Webshop software

#### Magento

Our online shop is developed with Magento software. Personal data that you make available to us for the purpose of our service is shared with this party. Magento has access to your data to provide us with (technical) support, they will never use your data for any other purpose. Magento is obliged under the agreement we have with them to take appropriate security measures. These security measures include the use of SSL encryption, a strong

password policy and secure data storage. Magento reserves the right to share collected data within its own group and affiliated partners to further improve its services. Magento takes into account the applicable legal retention periods for (personal) data.

## **Magento Hosting**

Our online shop is developed with Magento software, we have chosen Savvii for our web hosting. Personal data that you make available to us for the purpose of our service is shared with this party. Savvii has access to your data to provide us with (technical) support, they will never use your data for any other purpose. Savvii is obliged by the agreement we have with them to take appropriate security measures. These security measures include the use of SSL encryption and a strong password policy. Regular backups are made to prevent loss of data.

## **Webhosting**

### **Savvii**

Wij maken voor ons reguliere zakelijke e-mailverkeer gebruik van de diensten van Savvii. Deze partij heeft passende technische en organisatorische maatregelen getroffen om misbruik, verlies en corruptie van uw en onze gegevens zoveel mogelijk te voorkomen. Savvii heeft geen toegang tot ons postvak en wij behandelen al ons emailverkeer vertrouwelijk.

## **E-mail and mailing lists**

### **Savvii**

We use the services of Savvii for our regular business e-mail traffic. This party has taken appropriate technical and organisational measures to prevent abuse, loss and corruption of your and our data as much as possible. Savvii has no access to our inbox and we treat all our email traffic confidentially.

## **Payment processors**

### **MultiSafepay**

To handle (part of) the payments in our web shop, we use the platform of MultiSafepay. MultiSafepay processes your name, address and place of residence and your payment details such as your bank account or credit card number. MultiSafepay has taken appropriate technical and organisational measures to protect your personal data. MultiSafepay reserves the right to use your data to further improve the service and, in this context, to share (anonymised) data with third parties. All the above mentioned guarantees regarding the protection of your personal data also apply to those parts of MultiSafepay's services for which they engage third parties. MultiSafepay will not retain your data for longer than permitted under the statutory periods.

## **Reviews**

### **WebwinkelKeur**

We collect reviews through WebwinkelKeur's platform. If you leave a review via WebwinkelKeur, you are required 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 comment on your review. In case we invite you to leave a review, we share your name and e-mail address with WebwinkelKeur. They only use this data for the purpose of inviting you to leave a review. WebwinkelKeur has taken appropriate technical and organisational measures to protect your personal data. WebwinkelKeur reserves the right to use third parties for the provision of services, for which we have given WebwinkelKeur permission. All of the above guarantees regarding the protection of your personal data also apply to those parts of the service for which WebwinkelKeur engages third parties.

## Shipping and logistics

### PostNL

When you place an order with us, our job is to get your parcel delivered to you. We use the services of PostNL to make the deliveries. This requires us to share your name, address and place of residence details with PostNL. PostNL uses this data solely for the purpose of executing the agreement. Where PostNL engages subcontractors, PostNL will also make your details available to these parties.

## Invoicing and accounting

### Epicor

To keep our records and accounts, we use the services of Epicor. We share your name, address and residence details and details relating to your order. This data is used to administer sales invoices. Your personal data are transmitted and stored in a protected manner. Epicor is bound to confidentiality and will keep your data confidential. Epicor will not use your personal data for purposes other than those described above.

## External sales channels

### Bol.com

We sell (some of) our items through Bol.com's platform. If you place an order via this platform, Bol.com shares 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 organisational measures to protect your data against loss and unauthorised use.

### Marktplaats.nl

We sell (some of) our items through the platform of Marktplaats.nl. If you place an order via this Marktplaats.nl shares 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 organisational measures to protect your data against loss and unauthorised use.

# Purpose of data processing

## General purpose of processing

We use your data exclusively for the purpose of our services. That is, the purpose of the processing is always directly related to the assignment you provide. We do not use your data for (targeted) marketing. If you share data with us and we use this data to contact you - other than at your request - at a later time, we will ask you explicit permission to do so. Your data will not be shared with third parties other than to meet accounting and other administrative obligations. These third parties are all bound to confidentiality by virtue of the agreement between them and us or an oath or legal obligation.

## Automatically collected data

Data automatically collected by our website are processed for the purpose of further improving our service further. These data (e.g. your IP address, web browser and operating system) are not personal data.

## Cooperation in tax and criminal investigations

Where appropriate, Magstuff B.V. may be required by law 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 offered by law.

## Retention periods

We keep your data for as long as you are our client. This means that we will keep your client profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also take this as a forgetting request. This also means that we will not retain your data for more than two years from the last contact moment or transaction, unless there is a legal justification for doing so. Pursuant to applicable administrative obligations, we must keep invoices containing 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 we have produced in response to your instructions.

## Your rights

Under applicable Dutch and European law, as a data subject you have certain rights in relation to 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 copies and transcripts of your data to your e-mail address already known to us. In case you wish to receive the data at another e-mail address or by post, for example, we will ask you to identify yourself. We keep records of completed requests, in the case of a forgetting request we administer anonymised data. You will receive all copies and transcripts of data in the machine-readable data format we use within our systems. You have the

right at any time to lodge a complaint with the Personal Data Authority if you suspect that we are using your personal data incorrectly.

## Right of inspection

You always have the right to inspect the data we process (or have processed) that relate to your person or can be traced back to that person. You can make a request to this 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, at the e-mail address known to us, a copy of all data with a list of the processors holding this data, indicating the category under which we have stored this data.

## Right of rectification

You always have the right to have the data we process (or have processed) that relates to your person or can be traced back to you amended. You can make a request to this 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 has been adjusted.

## **Right to restriction of processing**

You always have the right to limit the data we process (or have processed) that relates to your person or can be traced to it. You can make a request to this effect to our privacy contact. You will then receive a response to your request within 30 days. If your request is granted, we will send you confirmation at the e-mail address known to us that the data will no longer be processed until you lift the restriction.

## **Right of transferability**

You always have the right to have the data we process (or have processed) that relates to your person or can be traced back to you by another party. You can make a request to this effect to our privacy contact. You will then receive a response to your request within 30 days. If your request is granted, we will send you, at the e-mail address known to us, copies or transcripts of all data about you that we have processed or have processed on our behalf by other processors or third parties. In all likelihood, we will no longer be able to continue providing services in such a case, as the secure interconnection of data files can no longer be guaranteed.

## **Right to object and other rights**

Where appropriate, you have the right to object to the processing of your personal data by or on behalf of Magstuff B.V. If you lodge an objection, we will immediately discontinue data processing pending settlement of your objection. If your objection is well-founded, we will make copies and/or copies of data that we process (or have processed) available to you and thereafter cease processing permanently. You also have the right not to be subjected 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 it does, please contact our privacy contact.

## **Cookies**

### **Google Analytics**

Through our website, cookies are placed by the US company Google, as part of the "Analytics" service. We use this service to track and receive reports on how visitors use the website. This processor may be obliged under applicable laws and regulations to grant access to this data. We collect information about your browsing behaviour and share this data with Google. Google may interpret this information in conjunction with other data sets and thus track your movements on the internet. Google uses this information to offer, among other things, targeted advertisements (Adwords) and other Google services and products.

### **Third-party cookies**

In case third-party software solutions use cookies, this is mentioned 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 affects the way we process data already collected about you, we will notify you by e-mail.

## **Contact details**

### **Magstuff B.V.**

Emopad 74  
5663 PB Geldrop (the Netherlands)  
T (+3140) 289-3000

E info@magstuff.eu

## Contactpersoon voor privacyzaken

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