

## Privacyverklaring (EU)

### Beschrijving

Download de .privacyverklaring :

*This privacy statement was last updated on 7 november 2024 and applies to citizens and legal permanent residents of the European Economic Area and Switzerland.*

In this privacy statement, we explain what we do with the data we obtain about you via <https://hardscape-shop.nl>. We recommend you carefully read this statement. In our processing we comply with the requirements of privacy legislation. That means, among other things, that:

- we clearly state the purposes for which we process personal data. We do this by means of this privacy statement;
- we aim to limit our collection of personal data to only the personal data required for legitimate purposes;
- we first request your explicit consent to process your personal data in cases requiring your consent;
- we take appropriate security measures to protect your personal data and also require this from parties that process personal data on our behalf;
- we respect your right to access your personal data or have it corrected or deleted, at your request.

If you have any questions, or want to know exactly what data we keep of you, please contact us.

## 1. Purpose, data and retention period

We may collect or receive personal information for a number of purposes connected with our business operations which may include the following: (click to expand)

### 1.1 Contact – Through phone, mail, email and/or webforms

For this purpose we use the following data:

- Account name or alias
- An email address
- A telephone number

The basis on which we may process these data is:

[Upon the provision of consent.](#)

Retention period

We retain this data upon termination of the service for the following number of months: 12

## 1.2 Payments

For this purpose we use the following data:

- A first and last name
- Account name or alias
- A home or other physical address, including street name and name of a city or town
- An email address
- A telephone number
- Financial information such as bank account number or credit card number
- IP Address

The basis on which we may process these data is:

[It is necessary for the execution of a contract or preliminary procedures related to a contract to which the data subject is a party.](#)

Retention period

We retain this data upon termination of the service for the following number of months: 84

## 1.3 Registering an account

For this purpose we use the following data:

- A first and last name
- Account name or alias
- A home or other physical address, including street name and name of a city or town
- An email address
- A telephone number
- IP Address

The basis on which we may process these data is:

[Upon the provision of consent.](#)

Retention period

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We retain this data upon termination of the service for the following number of months: 12

## 1.4 Deliveries

For this purpose we use the following data:

- A first and last name
- Account name or alias
- A home or other physical address, including street name and name of a city or town
- An email address
- A telephone number

The basis on which we may process these data is:

[It is necessary for the execution of a contract or preliminary procedures related to a contract to which the data subject is a party.](#)

Retention period

We retain this data upon termination of the service for the following number of months: 3 maanden

## 1.5 Compiling and analyzing statistics for website improvement.

For this purpose we use the following data:

- IP Address
- Internet activity information, including, but not limited to, browsing history, search history, and information regarding a consumer's interaction with an Internet Web site, application, or advertisement

The basis on which we may process these data is:

[Upon the provision of consent.](#)

Retention period

We retain this data until the service is terminated.

## 2. Sharing with other parties

We only share or disclose this data to processors for the following purposes:

Processors

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**Name:** Mollie

**Country:** Nederland

**Purpose:** Betalingen

**Name:** DPD

**Country:** Nederland

**Purpose:** Verzenden bestellingen

**Name:** DHL

**Country:** Nerderland

**Purpose:** Verzenden bestellingen

**Name:** E-boekhouden

**Country:** Nederland

**Purpose:** Boekhouding

**Name:** Hosting 2 Go

**Country:** Nederland

**Purpose:** Hosting site en winkel

**Name:** PostNL

**Country:** Nederland

**Purpose:** Verzenden bestellingen

### 3. Cookies

Our website uses cookies. For more information about cookies, please refer to our [Cookie Policy](#).

### 4. Disclosure practices

We disclose personal information if we are required by law or by a court order, in response to a law enforcement agency, to the extent permitted under other provisions of law, to provide information, or for an investigation on a matter related to public safety.

If our website or organisation is taken over, sold, or involved in a merger or acquisition, your details may be disclosed to our advisers and any prospective purchasers and will be passed on to the new owners.

We have concluded a data Processing Agreement with Google.

Google may not use the data for any other Google services.

The inclusion of full IP addresses is blocked by us.

### 5. Security

We are committed to the security of personal data. We take appropriate security measures to limit abuse of and unauthorized access to personal data. This ensures that only the necessary persons have access to your data, that access to the data is protected, and that our security measures are

regularly reviewed.

The security measures we use consist of:

- Login Security
- DKIM, SPF, DMARC and other specific DNS settings
- (START)TLS / SSL / DANE Encryption
- Website Hardening/Security Features
- Vulnerability Detection
- Security measures of hardware that contain, or process personal data.

## 6. Third-party websites

This privacy statement does not apply to third-party websites connected by links on our website. We cannot guarantee that these third parties handle your personal data in a reliable or secure manner. We recommend you read the privacy statements of these websites prior to making use of these websites.

## 7. Amendments to this privacy statement

We reserve the right to make amendments to this privacy statement. It is recommended that you consult this privacy statement regularly in order to be aware of any changes. In addition, we will actively inform you wherever possible.

## 8. Accessing and modifying your data

If you have any questions or want to know which personal data we have about you, please contact us. You can contact us by using the information below. You have the following rights:

- You have the right to know why your personal data is needed, what will happen to it, and how long it will be retained for.
- Right of access: You have the right to access your personal data that is known to us.
- Right to rectification: you have the right to supplement, correct, have deleted or blocked your personal data whenever you wish.
- If you give us your consent to process your data, you have the right to revoke that consent and to have your personal data deleted.
- Right to transfer your data: you have the right to request all your personal data from the controller and transfer it in its entirety to another controller.
- Right to object: you may object to the processing of your data. We comply with this, unless there are justified grounds for processing.

Please make sure to always clearly state who you are, so that we can be certain that we do not modify or delete any data of the wrong person.

## 9. Submitting a complaint

If you are not satisfied with the way in which we handle (a complaint about) the processing of your personal data, you have the right to submit a complaint to the Data Protection Authority.

## 10. Contact details

Maylino

Rijksweg 44

4255GM

Nieuwendijk NB

Netherlands

Website: <https://hardscape-shop.nl>

Email: [info@hardscape-shop.nl](mailto:info@hardscape-shop.nl)

Phone number: +316 16479715

## 11. Data Requests

For the most frequently submitted requests, we also offer you the possibility to use our data request form

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Naam \_\_\_\_\_

E-mail

Submit a request for access to the data we process about you.

Submit a request for deletion of the data if it is no longer relevant.

Submit a request to receive an export file of the data we process about you.

## Annex

### WooCommerce

We verzamelen informatie over je tijdens het afrekenproces in onze winkel.

## Wat we verzamelen en opslaan

Wanneer je onze site bezoekt, verzamelen we de volgende gegevens:

- Door jou bekeken producten: we gebruiken deze gegevens bijvoorbeeld om producten aan je te tonen die je recentelijk hebt bekeken

- Locatie, IP-adres en browsertype: we gebruiken deze gegevens om belastingtoeslagen en verzendkosten te berekenen
- Verzendadres: we vragen je om deze gegevens in te vullen, zodat we bijvoorbeeld de verzendkosten kunnen berekenen voordat je een bestelling plaatst en om de bestelling vervolgens naar je te verzenden!

We gebruiken cookies ook om producten in je winkelwagen op te slaan terwijl je door onze site bladert.

Opmerking: je kunt je cookiebeleid gedetailleerd beschrijven en hier een link naar dat sectie toevoegen.

Wanneer je producten bij ons aanschaft, vragen we je om informatie te verstrekken, waaronder je naam, factuuradres, verzendadres, e-mailadres, telefoonnummer, creditcard-/betalingsgegevens en optionele accountgegevens, zoals een gebruikersnaam en wachtwoord. We gebruiken deze informatie voor de volgende doeleinden:

- Om je informatie toe te sturen over je account en bestelling
- Om te reageren op je aanvragen, waaronder restituties en klachten
- Om betalingen te verwerken en fraude te voorkomen
- Om je account voor onze winkel in te stellen
- Voldoe aan alle wettelijke verplichtingen die we hebben, zoals het berekenen van belastingen
- Om ons winkelaanbod te verbeteren
- Om marketingberichten naar je te sturen, als je hiervoor kiest

Als je een account aanmaakt, worden je naam, adres, e-mailadres en telefoonnummer gebruikt om de afrekengegevens automatisch in te vullen bij toekomstige bestellingen.

Over het algemeen slaan we informatie over je op zolang we deze nodig hebben voor het doel waarvoor we deze verzamelen en gebruiken. We zijn niet wettelijk vereist deze te bewaren. We bewaren bestelinformatie bijvoorbeeld XXX jaar voor belasting- en boekhoudingsdoeleinden. Tot deze informatie behoort je naam, e-mailadres, en factuur- en verzendadres.

Wij zullen ook reacties of beoordelingen opslaan, indien je deze achterlaat.

## **Wie van ons team heeft toegang**

Leden van ons team hebben toegang tot de informatie die je bij ons hebt opgegeven. Zowel Beheerders als Winkelmanagers hebben bijvoorbeeld toegang tot:

- Bestellingsinformatie, zoals de aangeschafte producten, de datum van aanschaf en het bezorgadres, en
- Klantinformatie, zoals je naam, e-mailadres, verzend- en betaalinformatie.

Onze teamleden hebben toegang tot deze informatie om bestellingen te voltooien, te behandelen, terugbetalingen te doen en om je te ondersteunen.

## Betalingen

We accepteren betalingen via PayPal. Bij het verwerken van betalingen worden sommige gegevens overgedragen aan PayPal. Hiertoe behoort informatie die noodzakelijk is om de betaling te verwerken of ondersteunen, zoals het totaalbedrag van de aankoop en factuurgegevens.

Raadpleeg het [privacybeleid van PayPal](#) voor meer informatie.

## Complianz | The Privacy Suite for WordPress

Deze site gebruikt de Privacy Suite voor WordPress van Complianz om gegevens over toestemming te verzamelen. Voor deze functionaliteit wordt je IP-adres geanonimiseerd en opgeslagen in onze database. Voor meer informatie, zie de Complianz [Privacyverklaring](#).

## Google Listings & Ads

Door deze extensie te gebruiken, kan het zijn dat je persoonlijke gegevens opslaat of gegevens deelt met een externe dienst. [Lees meer over welke gegevens worden verzameld door Google en wat je mogelijk wil opnemen in je privacy beleid.](#)

```
#privacy-settings-accordion-block-google-listings-ads .privacy-settings-accordion-actions { display: none }
```