

Louët bv, based at Kwinkweerd 139 7241CW Lochem The Netherlands, is responsible for the processing of personal data as shown in this privacy statement.

Contact details:

www.louet.nl
www.louet.de
www.louetdobby.nl
www.louetdobby.com
www.louetkeukens.nl

Kwinkweerd 139
7241CW Lochem
The Netherlands

0573252229

Loes van Aken is the Data Protection Officer at Louët bv. She can be reached via privacy@louet.nl.

Personal data that we process

Louët bv processes your personal data because you use our services and / or because you provide them yourself. Below is an overview of the personal data we process:

- First and last name
- Address data
- Phone number
- E-mail address
- IP-address
- Other personal information you actively provide when making a profile on this page, in correspondence and by phone.

Special and / or sensitive personal data that we process:

Our website and / or service does not intend to collect data about website visitors who are younger than 16 years. Unless they have permission from parents or guardians. However, we can not check if a visitor is older than 16. We encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us via privacy@louet.nl, then we will delete this information.

For what purpose and on what basis we process personal data

Louët bv processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and/or brochure.
- To call or e-mail you if necessary to carry out our services
- Inform you about changes to our services and products
- Allow you to create an account
- To deliver goods and services to you

Automated decision-making

Louët bv does not make decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions taken by computer programs or systems, without a person (such as a Louët bv employee) sitting in between.

How long we store personal data

Louët bv does not store your personal data for longer than is strictly necessary to achieve the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

(Category) personal data > Retention period > Reason

Personalia > 3 years > product warranty

Address > 3 years > product warranty

E-Mail address > 3 years > product warranty

Phone number > 3 years > product warranty

Other personal information you actively provide when making a profile on this page, in correspondence and by phone > 3 years > product warranty

Sharing personal data with third parties

Louët bv will not sell your information to third parties and will only provide this information if this is necessary for the execution of our agreement with you or to comply with a legal obligation. With companies that process your data in our assignment, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. Louët bv remains responsible for these processing operations.

Cookies, or similar techniques, that we use

Louët bv uses only technical and functional cookies. And analytical cookies that do not infringe on your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website. The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and, for example, remember your preferred settings. We can also use this to optimize our website. You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information that was previously saved via the settings of your browser.

View, modify or delete data

You have the right to view, correct or delete your personal data. You can do this yourself through the personal settings of your account. In addition, you have the right to withdraw your consent to the data processing or to object to the processing of your personal data by our company and you have the right to data portability. This means that you can submit a request to us to send the personal information we have in your computer file to you or another organization mentioned by you. If you wish to exercise your right of objection and / or right to data portability or if you have other questions / comments about data processing, please send a specified request to privacy@louet.nl. In order to ensure that the request for access has been made by you, we ask you to send a copy of your identity document with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy. Louët bv will respond to your request as soon as possible, but in any case within four weeks. Louët bv also wants to point out that you have

the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority.

How we protect personal data

Louët bv takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not secure or that there are indications of abuse, please contact our customer service or privacy@louet.nl.