

# Privacy policy By The Glass International BV

<https://www.bytheglass.eu/>

## About our privacy policy

By The Glass International BV cares greatly about your privacy.

When you visit our website, we store certain information for administrative and technical reasons, such as type and version of the browser used, date and time of access, and the IP address. This data is anonymized and used only for statistical purposes or to improve our Internet and online services. This anonymized data is stored – separately from personal data – on secure systems and cannot be assigned to individual persons. This means that your personal data remains protected at all times.

### Personal data

If you send us data via contact and/or order form, this data will be stored on secure systems in the course of data backup. Your data will only be used by us to process your request. Your data will be treated with strict confidentiality.

Personal data is data about your person. This may include your name, address, city, country, phone number and email address. In some cases we need your name and address and other information to provide you with the requested service.

When you use one of our services, we generally collect only the information necessary to provide you with our service. We may ask you for additional information, but this is voluntary. Whenever we process personal data, we do so to provide you with our service or to pursue our commercial objectives.

### Cookies

When you visit our website, we may store information on your computer in the form of cookies. Cookies are small files that are transferred from an Internet server to your browser and stored on its hard drive.

Only the Internet protocol address is stored – no other personal data. This information, which is stored in the cookies, allows us to automatically recognize you the next time you visit our website, making it easier for you to use.

Of course, you can also visit our website without accepting cookies. If you do not want your computer to be recognized on your next visit, you can also refuse the use of cookies by changing the settings in your browser to “refuse cookies”. The respective procedure can be found in the operating instructions of your respective browser. However, if you refuse the use of cookies, you may experience limitations in the use of some areas of our website.

## About our data processing

### Website analysis

#### *Google Analytics*

We use Google Analytics on our website, a web analytics service provided by Google. Google Analytics uses “Cookies”, text files that are stored on your computer and thereby enable an analysis of your use of the website.

Google Analytics uses a cookie with key `_ga` on our website. This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier and thus anonymizes the data. It is included in each page request in our site and used to calculate visitor, session and campaign data for the sites analytics reports.

The information generated by these cookies, for example time, location and frequency of your website visit, is transmitted to Google in the USA and stored there.

Google will use this information for the purpose of evaluating your use of our site, compiling reports on website activity for us and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

Google will, according to its own information, in no case associate your IP address with other data from Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

### **Customer Relation Management**

#### *Pipedrive*

We use Pipedrive, a web-based sales service, to manage customer data obtained from (application) forms on our website.

Personal data gathered with the use of the forms on our website is shared with Pipedrive. Pipedrive makes our sales pipeline more visual, allowing us to track leads, spot opportunities, measures key activities, streamline sales workflows and focus on sales success. They will not use this data for any other purposes. Pipedrive has an obligation, based on the agreement we have with them, to take necessary precautions and security measures when it comes to your personal data.

### **Webshopsoftware**

#### *WooCommerce*

Our webshop has been developed with software from WooCommerce. We use webhosting and email services provided by WooCommerce.

Personal data gathered with the use of our webshop and services is shared with WooCommerce. WooCommerce requires access to these details to offer (technical) support. They will not use this data for any other purposes. WooCommerce has an obligation, based on the agreement we have with them, to take necessary precautions and security measures when it comes to your personal data.

### **E-mail**

#### *Gmail*

For our regular business email, we use the email services of Gmail. This party has implemented appropriate technical and organisational measures to prevent misuse, loss or corruption of your data. Gmail does not have access to our mailbox and we treat our email-traffic confidentially.

### **Payment processors**

#### *Pay.nl*

For processing (part of) our payments in our webshop we use the payment provider Pay.nl.

Pay.nl processes your name, address and residence information. They also process payment information such as your bank account number or credit card number.

Pay.nl has implemented appropriate technical and organisational measures to protect your personal data.

Pay.nl retains the right to use your personal (anonymized) information to further improve their services and, within this context, share it with third parties. In case of a request for a postponed payment (credit facility) Pay.nl will share personal and order information with the appropriate payment provider. All the aforementioned guarantees in regard to the protection of your personal data are also applicable to any services by Pay.nl that uses third parties.

Pay.nl does not store your data any longer than the instalments permitted by the appropriate legal grounds.

### **Transport and logistics**

#### *Select Courier*

If you place an order with us through our webshop, it is our job to have your package delivered to you. We use the services of Select Courier for carrying out the deliveries. It is therefore necessary that we share your name, address and residence details with Select Courier. Select Courier uses this data only for the purpose of executing the agreement. In the event that Select Courier engages subcontractors, Select Courier also makes your data available to these parties.

### **Accounting and Bookkeeping**

#### *SnelStart*

We use SnelStart to keep track of our administration and accounting. In SnelStart we process your name, address, residence details and details regarding your order. This data is used for the administration of sales invoices. Your personal data is sent and stored protected. SnelStart is bound to secrecy and will treat your data confidentially. SnelStart does not use your personal data for purposes other than those described above.

## **Purpose of data processing**

### **General purpose of data processing**

We use your data with the sole purpose of providing you with our services. This means that the goal of processing this data stands in direct relation to the assignment or order that you placed. We do not use this data for (addressed) marketing purposes. If you share information with us and we use this information to - not based on a request – contact you at a later time, we will first ask for explicit consent. Your personal data is not shared with third parties, with any other purpose than to fulfil accountancy, administrative or other contractual obligations. These third parties are all obligated to a duty of confidentiality based on the agreement we have with them, an oath or legal obligation.

### **Automatically collected data**

Information automatically gathered by our website is processed with the sole purpose of providing you with and/or to further improve our services. This information (for instance your IP address (anonymized), web browser and operating system) is not personal information.

## **Cooperation in tax and criminal investigation**

In some cases, we may be obligated by government to a lawful duty of sharing your information with the purpose of assisting in a fiscal or criminal investigation. In such cases we are forced to comply and assist, but will, based on lawful possibilities, offer objection.

## **Retention periods**

We store your data for as long as you are a client with us. This means that we maintain and keep your client profile until you make it known to us that you no longer desire to use our services. Such a message also functions as a request to be forgotten. This also means we will maintain your data for no more than two years following your last contact or transaction, unless there is a legal justification for doing so. We are required to keep invoices with your (personal) information due to relevant administrative obligations, this information is safely stored for as long as the relevant term for these obligations has not yet passed. Personnel no longer has access to your client profile and any documents made because of your assignment or task.

## **Your rights**

Based on valid Dutch and European law you, as a concerning party, have certain rights when it comes to personal data that is processed by or on behalf of us. Below you may find an explanation of these rights and how you, as a concerning party, can invoke these rights.

In principle to prevent abuse we only send invoices and copies of your data to e-mail addresses that you have made known to us. Should you wish to receive this data on another e-mail address or for instance per mail we will ask you to identify yourself accordingly.

We maintain an administration of concluded requests, in case of a request to be forgotten we will maintain an administration of anonymized data.

You receive all invoices and copies of data in files that are structured in a machine-readable format based on data classifications that we use within our system.

You may at any time exercise your rights of access, rectification or erasure, or to restrict processing or exercise your right to object to processing, as well as the right to data portability. Here you will find the option to contact us by e-mail ([admin@bytheglass.eu](mailto:admin@bytheglass.eu)) or letter. You also have the right to contact the data protection supervisory authority in the event of complaints.

## **Right of inspection**

At all times you maintain the right to view the data we process that has a relation or may be reducible to your person. You may request such a viewing to our contact in charge of privacy matters. You will receive a response to your request within 30 days.

If your request is approved we will send you, via the e-mail address known to us, a copy of all data with an added overview of processors managing this data while also mentioning the categories under which we store this data.

## **Right to rectification**

At all times you maintain the right to have the data we process that has a relation or may be reducible to your person be adjusted.

You may request such an adjustment to our contact in charge of privacy matters. You will receive a response to your request within 30 days.

If your request is approved we will send you, via the e-mail address known to us, a confirmation that the data has been adjusted.

### **Right to restriction of processing**

At all times you maintain the right to limit the data we process that has a relation or may be reducible to your person.

You may request such limiting to our contact in charge of privacy matters. You will receive a response to your request within 30 days.

If your request is approved we will send you, via the e-mail address known to us, a confirmation that the processing of your data is limited until you chose to cancel said limitation.

### **Right of transferability**

At all times you maintain the right to request for the data we process that has a relation or may be reducible to your person be processed by a third party of choice.

You may send in such a request to our contact in charge of privacy matters. You will receive a response to your request within 30 days.

If your request is approved we will send you, via the e-mail address known to us, your (personal) invoices or copies of data that we, or third parties on behalf of us, have processed. It is highly likely that in such a case we can no longer offer our services to you for we can no longer guarantee the previous data safety.

### **Right of objection and other rights**

At all times you maintain the right to object to the processing done by us, or on behalf of us by third parties, of your personal data.

In case of such an objection we will immediately cease all processing of your data while your objection is being investigated and handled.

In case of a justified objection we will return all invoices and/or copies of personal data that we, or third parties on behalf of us, have processed up until that point and cease processing thereafter.

You also maintain the right to not be subject of automated decision-making processes or profiling.

We process your data in such a way that this right does not apply. Should you believe that this right does apply then we ask you to reach out to our contact in charge of privacy matters.

### **Privacy policy changes**

At all times we maintain the right to alter our privacy policy. This page however always displays the most recent version of our privacy policy.

Should a new privacy policy have consequences for the ways in which we process recently gathered data in regard to your person, then we will notify you of this via e-mail.

### **Company details**

By The Glass International BV

Energieplein 17  
2031TC Haarlem Nederland  
T (023) 525-2289  
E [admin@bytheglass.eu](mailto:admin@bytheglass.eu)