

Privacy Policy

<https://www.ellipstowels.com>

About Our Privacy Policy

ELLIPS TOWELS cares deeply about your privacy. We therefore only process data that we need for (improving) our services and 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 ELLIPS TOWELS. The effective date of these terms is 01/08/2022; with the publication of a new version, the validity of all previous versions expires. This privacy policy describes which data about you is collected by us, what these data are used for, and with whom and under what conditions these data may be shared with third parties. We also explain how we store your data, how we protect your data against misuse, and what rights you have regarding the personal data you have provided to us.

If you have any questions about our privacy policy, you can contact our privacy contact person. 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 (have it) stored, which security techniques we use, and who can access the data.

Website Software

STRATO

Our website is developed with software from STRATO. Personal data that you provide to us for our services is shared with this party. STRATO has access to your data to provide us with (technical) support; they will never use your data for any other purpose. Based on the agreement we have with them, STRATO is required to take appropriate security measures. These security measures include SSL encryption and a strong password policy. STRATO uses cookies to collect technical information regarding your use of the software; no personal data is collected and/or stored. STRATO reserves the right to share collected data within its own group to further improve its services.

Web Hosting

STRATO

We use web hosting and email services from STRATO. STRATO processes personal data on our behalf and does not use your data for its own purposes. However, this party may collect metadata about the use of the services. These are not personal data. STRATO has taken appropriate technical and organizational measures to prevent loss and unauthorized use of your personal data. STRATO is obliged to confidentiality under the agreement.

Email and Mailing Lists

Office365

We use Office365 for our regular business email 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. Office365 does not have access to our mailbox, and we treat all our email traffic confidentially.

Shipping and Logistics

PostNL

If you place an order with us, it is our task to have your package delivered to you. We use the services of PostNL for deliveries. It is necessary for us to share your name, address, and residence details with PostNL. PostNL uses these data only for the execution of the agreement. If PostNL engages subcontractors, PostNL also makes your data available to these parties.

DHL

If you place an order with us, it is our task to have your package delivered to you. We use the services of DHL for deliveries. It is necessary for us to share your name, address, and residence details with DHL. DHL uses these data only for the execution of the agreement. If DHL engages subcontractors, DHL also makes your data available to these parties.

Invoicing and Accounting

Exact

For maintaining our administration and accounting, we use the services of Forward Financial Services. We share your name, address, and residence details and details regarding your order. These data are used for administering sales invoices. Your personal data are transmitted and stored securely. Forward Financial Services is obliged to confidentiality and will treat your data confidentially. Forward Financial Services does not use your personal data for purposes other than those described above.

Purpose of Data Processing

General Purpose of Processing

We use your data solely for our services. This means that the purpose of 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 these data to contact you at a later time other than at your request, we will explicitly ask for your permission. Your data are not shared with third parties, except to comply with accounting and other administrative obligations. These third parties are all obliged to confidentiality based on the agreement between them and us or an oath or legal obligation.

Automatically Collected Data

Data automatically collected by our website are processed to further improve our services. These data (for example, your IP address, web browser, and operating system) are not personal data.

Cooperation in Fiscal and Criminal Investigations

In certain cases, ELLIPS TOWELS may be required by law to share your data in connection with fiscal or criminal investigations by government authorities. In such a case, we are forced to share your data, but we will resist within the possibilities the law offers us.

Retention Periods

We retain your data as long as you are our client. This means 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 interpret this as a request to forget. Based on applicable administrative obligations, we must retain invoices with your (personal) data, so we will keep these data for as long as the applicable term runs. However, employees no longer have access to your client profile and documents that we have created in response to your assignment.

Your Rights

Under applicable Dutch and European legislation, you as a data subject have certain rights regarding 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 copies and transcripts of your data to your already known email address. If you wish to receive the data at another email address or, for example, by post, we will ask you to identify yourself. We keep a record of processed requests; in the case of a forget request, we administer anonymized data. All copies and transcripts of data are provided in the machine-readable data format we use within our systems. You always have the right to file a complaint with the Dutch Data Protection Authority if you suspect that we are using your personal data incorrectly.

Right of Access

You always have the right to view the data that we (have) processed and that relate to your person or are traceable to you. You can submit a request to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data at the email address known to us, including an overview of the processors who have this data, stating the category under which we have stored this data.

Right to Rectification

You always have the right to have the data that we (have) processed and that relate to your person or are traceable to you, adjusted. You can submit a request to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation at the email address known to us that the data have been adjusted.

Right to Restriction of Processing

You always have the right to restrict the data that we (have) processed that relate to your person or are traceable to you. You can submit a request to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation at the email address known to us that the data will no longer be processed until you lift the restriction.

Right to Data Portability

You always have the right to have the data that we (have) processed and that relate to your person or are traceable to you, carried out by another party. You can submit a request to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you copies or transcripts of all data about you that we have processed or that have been processed by other processors or third parties on our behalf. In all likelihood, we can no longer continue to provide services in such a case, as the secure linking of data files can then no longer be guaranteed.

Right to Object and Other Rights

You have the right in certain cases to object to the processing of your personal data by or on behalf of ELLIPS TOWELS. If you object, we will immediately stop data processing pending the handling of your objection. If your objection is justified, we will make copies and/or transcripts of data that we (have) processed available to you and then permanently stop 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 this is the case, please contact our privacy contact person.

Cookies

Cookies from Third Parties

If software solutions from third parties use cookies, this is stated in this privacy statement.

Changes to the Privacy Policy

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 email.

Contact Details

ELLIPS TOWELS

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2841LS Moordrecht

Netherlands

T (06) 83 87 40 90

E-mail: info@ellipstowels.com

Contact Person for Privacy Matters

Jacqueline Turfkruyer