

## **Privacy statement Pawsibility**

### **Introduction**

Pawsibility takes your privacy very seriously and shall handle your personal data with the utmost security and care. In this Privacy Statement you will learn how we handle your data as well as learn about your rights concerning our processing of your data. We advise that you read this Privacy Statement thoroughly. Should you have any questions or remarks, please contact us at [hello@pawsibility.nl](mailto:hello@pawsibility.nl).

### **Who is Pawsibility?**

Pawsibility is the vennootschap onder firma Pawsibility, with registered office at (4698 CG) Oud-Vossemeer listed at the Traderegister of the Dutch Chamber of Commerce under 83495908.

Pawsibility is as the controller ultimately responsible with regard to the processing of your personal data.

### **How does Pawsibility use your personal data?**

Underneath you will find an overview of the purposes for the processing of your personal data. You will also find a specification of which data Pawsibility uses for that specific purpose, the legal justification, and the amount of time Pawsibility keeps this data. For clarity's sake, we have categorised the purposes.

#### *Services, customer management and financial administration*

Purpose:	Financial administration
Information:	Billing address, Bank details, Outstanding balance
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose
Purpose:	Invoicing
Information:	Billing address, Bank details, Outstanding balance

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Order Management

Information: Home address, Delivery address, Billing address, Email, Phone number, Payment information, Account number, Order Number, Complaint content, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Handling complaints about the product

Information: Home address, Delivery address, Billing address, Email, Phone number, Payment information, Account number, Order Number, Complaint content, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

### *Marketing*

Purpose: Direct marketing

Information: Name, Email, Social media account, User ID Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Affiliate marketing  
Information: Name, Email, Social media account, User ID Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: As long as necessary for this purpose

Purpose: Newsletter  
Information: Name, Email, Social media account, User ID Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: As long as necessary for this purpose

Purpose: Social media marketing  
Information: Name, Email, Social media account, User ID Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: As long as necessary for this purpose

Purpose: Loyalty program  
Information: Name, Email, Social media account, User ID Legitimate

interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

#### *Website*

Purpose: Account

Information: Name, Email, Message content

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Submitting reviews or messages

Information: Name, Email, Message content

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Chat feature

Information: Name, Email, Message content

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

#### *Security and fraud prevention*

Purpose: Data security

Information:	Phone number, Password, Name, Address
Legal basis:	Legitimate interests
Interest concerned:	Only manner to achieve purpose
Storage period:	As long as necessary for this purpose

#### *Research and Development*

Purpose:	Market research
Information:	Habits, Lifestyle, Online behaviour, Email
Legal basis:	Legitimate interests
Interest concerned:	Commercial interests
Storage period:	As long as necessary for this purpose

### **How did Pawsibility obtain your personal data?**

Pawsibility has obtained your data because you have provided this data to us.

### **What are your rights?**

Under the European General Data Protection Regulation you have a number of rights with regard to your data and the processing thereof:

#### *Access*

You may access your personal information and make any necessary changes in your account. If you would like to see which personal data Pawsibility has obtained about you, you may exercise your right of access by submitting a request to Pawsibility.

#### *Making changes*

If you wish to make changes to the personal information that you have seen as a result of a request for access and you are unable to make the changes yourself in your account, you may request that Pawsibility makes these changes for you. You may

request that Pawsibility modifies, corrects, supplements, erases or shields your information.

#### *Restriction of processing of personal data*

You also have the right, under certain conditions, to ask Pawsibility to restrict the processing of your personal data.

#### *Right to object*

If processing of your data takes place on the grounds of 'legitimate interest' by Pawsibility or a third party, you have the right to object to that processing.

#### *Portability of data*

You have the right to obtain your personal data from Pawsibility. Pawsibility will provide this in a structured and commonly used format, which can easily be opened using commonly used digital systems.

#### *Withdrawing consent*

When the legal basis for a particular processing is your explicit consent, you have the right to withdraw that consent. This does not affect past processing, but does mean that we will no longer be allowed to process this data in the future. It may also result in Pawsibility no longer being able to provide you with certain services.

#### *Response from Pawsibility*

A request can be sent to [hello@pawsibility.nl](mailto:hello@pawsibility.nl). Pawsibility will comply with your request as soon as possible and in any case no later than one (1) month after Pawsibility has received such a request. If Pawsibility rejects your request, we will indicate in our reply why the request was rejected.

### **Recipients of your personal data**

It is possible that Pawsibility is required to submit your data to a third party, for example to fulfil a legal obligation.

### **What are cookies and how does Pawsibility use them?**

Cookies are small pieces of (text) information that are sent to your browser when you visit the website of Pawsibility and then stored on the hard disk or in the memory of

your device. The cookies placed via Pawsibility's website cannot damage your device or the files stored on it. With 'cookies', we also mean comparable techniques collecting information, such as device fingerprinting.

### **Can changes be made to this Privacy Statement?**

This Privacy Statement is subject to changes. We therefore advise you to regularly read the Privacy Statement for any such changes.

### **Questions, remarks, and complaints**

If you have any questions regarding this Privacy Statement or the way in which Pawsibility uses your data, you can send an e-mail to [hello@pawsibility.nl](mailto:hello@pawsibility.nl). If you have a complaint about the way your data is processed, please send an e-mail to [hello@pawsibility.nl](mailto:hello@pawsibility.nl). Furthermore, you always have the right to contact the competent national data protection authority. In The Netherlands, this is the Autoriteit Persoonsgegevens.