

Privacy Statement Banketbakkerij Nora B.V.

What is a privacy statement?

Banketbakkerij Nora protects your privacy.

Privacy protection does not only mean that your information is well secured, but that you will also have a clear insight in how Banketbakkerij Nora handles your information.

Within this privacy statement, it will be explained on the basis of a few questions which will be answered:

1. From who is this privacy statement?
2. Which personal information of mine will be processed and for which objective will this information be used?
3. Will my information be shared with 3rd parties and if yes, which parties?
4. Which measurements does Banketbakkerij Nora take in order to protect my information and how long will Banketbakkerij keep my information stored in its records?
5. What are my rights? Which information can I obtain, undo, change or remove?
6. Whom can I contact regarding questions about privacy?
7. Whom can I contact regarding complaints about the way Banketbakkerij Nora handles my privacy?
8. Please note the content of this privacy statement can be amended from time to time.

1. From who is this privacy statement?

This privacy statement is from:

Banketbakkerij Nora B.V.

Situated at the Habitatsingel 29

6229 RC Maastricht, The Netherlands.

Banketbakkerij Nora is responsible for it lawfully processing of your personal information. For this reason, Banketbakkerij Nora has implemented a number of technical and organisational measurements, from which this privacy statement is a part of.

Point 6 of this privacy statement will contain further explanation on which measurements Banketbakkerij Nora has taken in order to protect your personal information and privacy.

2. Which personal information of mine will be processed and for which goal will this information be used?

Firstly, what does processing means? The meaning of the word 'to process' is broad and includes, among others: to collect, restore, consult, use, to connect with each other or to provide to third parties.

Banketbakkerij Nora processes your personal information for the following objectives:

Identification & communication -

Nora process identifying information. This is personal information which will be used to confirm your identity, as for example your full name, e-mailadres, telephone number and place of residence. Next to confirming your identity this information will also be used to be able to contact you, for example in the case of a complaint.

Delivery of ordered products – Banketbakkerij Nora bv will process your personal information if you place an order via www.geboortjekoekjes.nl. The following information will be processed in relation to the ordering process:

- Name;
- Address
- Telephone number;
- E-mail;
- By you ordered products

Handling of complaints – Your complaints will be taken seriously. When you submit a complaint there will, besides your name, also made use of your address, telephone number, e-mail address and of course the complaint itself stored.

Customer Satisfaction Survey – Banketbakkerij Nora conducts Customer Satisfaction Survey on a regular basis. The collected information which will be obtained through this research will solely be used to improve our quality. You will always decide by yourself if you want to participate in such a research.

Online reviews - If you report your findings on our website in the form of an online review, these will be retained for the time that the website remains online. Online reviews are always anonymous and therefore cannot be qualified as personal data.

Application data - Nora stores personal data that is processed in the context of application procedures until 4 weeks after the end of the relevant application procedure. If you provide data to Nora in the context of a so-called open application, this data will be kept for 1 year. This data is only used for the purpose of recruitment and selection and assessing suitability for a position at Nora.

3. Will my information be shared with 3rd parties and if yes, which parties?

Sharing with chain partners – If you place an order via www.geboortekoekjes.nl your information will be shared with Mollie BV, which provides a safe environment for your payment, and with Send Cloud which arranges the online process of your order.

External processors –

Banketbakkerij Nora has accommodated its ICT systems with external processors. Process agreements have been concluded with these external processors in which the agreements as in this privacy statement are guaranteed.

Legal obligation - Banketbakkerij Nora shares your personal information with governmental institutions when the law and legislation obligates to do so.

Processing of information outside of the EU – All of your personal information will remain within the EU.

No sales to third parties – Banketbakkerij Nora never sells your personal information to third parties!

4. Which measurements does Banketbakkerij Nora take in order to protect my information and how long will Banketbakkerij keep my information stored in its records?

In order to protect the availability, integrity and confidentiality of your personal information, Banketbakkerij Nora has implemented the following technical and organisational measurements:

Technical measurements – All resources and systems which will be used within Banketbakkerij Nora in order to process your personal information are arranged in a way that your privacy will be optimally guaranteed. The security of your personal information starts at the moment that you share your information with us through our website. This website is secured according to the “https” standard. The “s” stands for secure. Https is also being used by financial institutions in accordance to for example internet banking.

Organizational measurements –

The employees who process your personal information are regularly trained on the area of privacy protection and will carefully handle your personal information through recorded processes.

We ask for your understanding –

In order to protect your privacy it is necessary that we will check if we are dealing with the correct person. When you contact us we will check your identity. This will be checked through several ways. A part of this checking process is that we could ask you several questions.

Storage period–

Banketbakkerij Nora will save your personal information no longer than needed for the executing of the objectives for which these are collected. After this, your personal information, as far no longer legal storage period is needed, will be deleted from the systems of Banketbakkerij Nora.

Data leak –

In case something unexpectedly will not go well with the protection of your personal information we will always report it at the Authority Of Data Protection. When the data leak would result in possible negative consequences for you we will directly contact you.

Help us – Despite all measurements which Banketbakkerij Nora takes into account in order to protect your personal information and privacy it will still be possible that a data leak will occur. Might you have the feeling that something is not going well with our systems or way of working we would very much appreciate it if you would contact us about it.

5. What are my rights? Which information can I obtain, undo, change or remove?

Right on inspection: You have the right to obtain which personal information Banketbakkerij Nora has stored. You would need to submit your request by writing our via e-mail:

By writing: *Banketbakkerij Nora BV*
Habitatsingel 29
6229 RC Maastricht
Nederland

E-mail: privacy@nora.nl

Banketbakkerij Nora will send you the requested information as soon as possible. A maximum of 4 weeks for providing a response will be maintained. Banketbakkerij Nora will not take any extra costs for this into account.

Right on amendment: In response to the requested information which Banketbakkerij Nora has sent to you it will be possible for you to inform us about certain personal information that should be amended.

Right on removal:

You could also inform Banketbakkerij Nora to remove your personal information. You must take into account that not all personal information can be removed. For some personal information is a legal storage period determined.

Right to file a complaint at a supervisory authority: In The Netherlands this will be the Authority of Personal Data.

Do you need support at the execution of any of the above mentioned processes? Please contact Banketbakkerij Nora through the telephone number +31 (0)43 408 34 34. Our privacy professionals will be happy to assist you.

6. Whom can I contact regarding questions about privacy?

By writing: *Banketbakkerij Nora BV*
Habitatsingel 29
6229 RC Maastricht
Nederland

E-mail: privacy@nora.nl

By telephone: +31 (0)43 408 34 34

(This number can be reached on working days from 8.30 tot 17.00)

7. Whom can I contact regarding complaints about the way Banketbakkerij Nora handles my privacy?

Do you have complaints regarding the way Banketbakkerij Nora handles your personal information? Please contact the Officer for Data Protection at Banketbakkerij Nora: Mrs. Vicky Olislagers.

Has your complaint not been handled to your satisfaction? You could file your complaint to the Authority of Data Protection.

8. Amendments of the privacy statement

This privacy statement is in working from the 22nd of May 2018 onwards. It could be that Banketbakkerij Nora would need to change this privacy statement from time to time. Everything could change, not only the law and legislation, but also Banketbakkerij Nora as an organization. Therefore, Banketbakkerij Nora recommends you to read this privacy statement on a regular basis. Substantial modifications will be announced in this part of the privacy statement. The modified privacy statement will be effective immediately after it is placed on the website of Banketbakkerij Nora.