

## **1. Introduction**

This privacy statement explains what personal data is processed by Dutch Tiles BV and for what purposes.

Dutch Tiles BV, with registered address at Robert Schumann domein 4, 6229 ES Maastricht, registered with the Chamber of Commerce under number 17084923, e-mail address [info@sphinxtegels.nl](mailto:info@sphinxtegels.nl), is the controller for the purposes of the processing and storage of your personal data. If you have any questions about the content of this privacy statement, please e-mail us at [info@sphinxtegels.nl](mailto:info@sphinxtegels.nl).

## **2. Personal data**

Dutch Tiles BV processes various types of personal data for various purposes. We explain in more detail below exactly what is involved.

For the purposes of our service and your business we may provide your personal data to third parties. Your personal data is not used for marketing purposes.

Dutch Tiles BV is active on various social media platforms, such as Instagram, LinkedIn, etc. If you also use this social media we may thereby have access to your personal data.

We may also have access to your personal data by virtue of you having applied to us for a job. In this case we will have acquired this personal data on the basis of the information you have provided to us through personal contact, or by post, e-mail, or telephone. We will keep this personal data for the purposes of the job application process, but will delete it within three weeks following completion of the process. However, with your express permission, Dutch Tiles BV will store your personal data in its files for a longer period.

Dutch Tiles BV also processes the personal data of its employees in order to draw up contracts of employment and the relevant mutual rights and obligations.

## **3. Analytics**

The Dutch Tiles BV website collates your data in order to improve the website. This work is done through Google Analytics. This data is anonymous and therefore not traceable to your personal data; it includes information such as the duration of your website visit and the pages that you visit frequently. This data is stored within Google Analytics for an indefinite period.

## **4. Making contact**

Your data will be collated if you make contact with Dutch Tiles BV via the website. However, all the form asks for is the data we need to be able to respond to a question or comment, such as your name, business name, e-mail address, and any telephone number. In the case of a request for a sample, we will also ask for your address so that we can send a free sample by post.

## **5. Recipient**

In principle, we will not share your personal data with companies, organizations or individuals outside our own company. However, it may be necessary, of course, for us to disclose your personal data to a third party so that we can comply with our contractual obligations to you. This may be necessary, for example, to commence and conduct proceedings.

If you consent, it is possible that we will disclose your personal data to other parties, with the proviso that it should be clear what you consent to and the consequences of your consent.

It may be necessary for the purposes of processing information to disclose your personal data to our partners, whereby they will carry out work in accordance with our instructions and in compliance with our privacy policy. We only disclose this data on a 'need to know' basis. Parties we may send this data to include IT suppliers and our accountant.

We will also disclose your personal data if we are required to do so by law.

Dutch Tiles BV will agree terms with parties that receive your personal data to ensure that this data is treated in confidence and is secure.

## **6. Storage period**

Personal data will not be stored for any longer than is necessary, unless we are required by law to store it for a longer period.

## **7. Your rights**

You have a number of statutory rights that you can exercise in respect of our company. You have the right to consult, rectify, erase, or restrict the processing of, your personal data. You also have a right of data portability and the right to object. We explain all of these rights in turn below.

### **Right to consult**

If you so request, we will inform you in writing whether we are processing any of your personal data. You then need to prove your identity to us by producing a valid identity document. We will inform you which of your personal data we have processed and will provide you with a copy of this on request. We may charge you for this. We will also explain the reasons why the data is needed or is being processed, with whom it has been shared, how long we expect it will be stored for, and what other rights you have.

### **Right to rectification**

You can ask us to rectify inaccurate personal data or to complete personal data that is incomplete. We will respond by explaining whether or not we will rectify your personal data as requested.

### **Right to erasure**

If you so request, it is possible we will erase your personal data from our systems in one of the following circumstances:

- The personal data is no longer needed for the purpose for which we processed it.
- You withdraw your consent for the processing of data and there is no other basis for further processing.
- You make a reasoned objection and there is no compelling reason for not respecting your objection.
- The personal data has been unlawfully processed by us.
- We are required by law to erase your personal data.

### **Right to restrict processing**

If your personal data has been incorrectly or incompletely processed you can ask us to restrict the processing for the time it takes us to deal with your complaint. You can also request that we do this if you believe that we are processing your data unlawfully or that we no longer need this data, or if you have any objection to its processing. Once we receive a request from you for a restriction on processing we will only continue to process this data once we have been given your permission or if there are compelling reasons for doing so.

### **Right to portability of digital data**

If you have supplied us with personal data in a structured, commonly-used and machine-readable format, and we have processed your data either with your consent or for the purposes of performing the contract, you have the right to request a copy of this data. In such cases you can also ask us to transmit this data direct to another supplier, provided that this is done in proper consultation and on the basis of what is digitally possible.

### **Right to object**

You have the right to object to the processing of personal data that concerns you. Once we receive your objection, we will suspend the processing of your data unless we can demonstrate compelling legitimate grounds for processing that override your interests, rights, and freedoms.

## **8. Exercise of rights**

If you wish to exercise any of the above rights, please contact us by e-mail at [info@sphinxtegels.nl](mailto:info@sphinxtegels.nl). We will reach a decision on your request within four weeks, unless we notify you that we will need longer to make a decision.

## **9. Complaints**

If you have a complaint about the use of your personal data, then we would refer you to the complaints procedure of the Dutch Data Protection Authority. This body is authorized to deal with your complaint.

Do you have any questions? Please e-mail any questions to [info@sphinxtegels.nl](mailto:info@sphinxtegels.nl). This privacy statement complies with the General Data Protection Regulation. We reserve the right to update this privacy statement from time to time.

Our website is hosted via Studio Zeven.

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