

Privacy Statement

Introduction

The Blue Robin 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 welcome@thebluerobin.eu.

Who is The Blue Robin?

The Blue Robin is the The Blue Robin, with registered office at Naarden, the Netherlands, listed at the Trade Register of the Dutch Chamber of Commerce under 32117704.

The Blue Robin is as the controller ultimately responsible with regard to the processing of your personal data.

How does The Blue Robin 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 The Blue Robin uses for that specific purpose, the legal justification, and the amount of time The Blue Robin keeps these data. For clarity's sake, we have categorised the purposes.

Services, customer management and financial administration

Purpose: Financial administration
Information: Company name, Billing address, Outstanding balance
Legal basis: Necessary for the performance of a contract
Storage period: Maximum of 5 years

Purpose: Order Management
Information: Home address, Delivery address, Billing address, E-mail, Phone, Payment information, Account number, Order number, Complaint content, VAT number, Customer number
Legal basis: Necessary for the performance of a contract
Storage period: Maximum of 5 years

Purpose: Handling complaints
Information: Home address, Delivery address, Billing address, E-mail, Phone, Payment information, Account number, Order number, Complaint content, VAT number, Customer number
Legal basis: Necessary for the performance of a contract
Storage period: Maximum of 5 years

Purpose: Invoicing
Information: Home address, Delivery address, Billing address, E-mail, Phone, Payment information, Account number, Order number, Complaint content, VAT number, Customer number
Legal basis: Necessary for the performance of a contract
Storage period: Maximum of 5 years

Purpose: Services
Information: Home address, E-mail, Customer file data, Financial data, Data necessary to provide the service, Data generated by the service
Legal basis: Necessary for the performance of a contract
Storage period: Maximum of 5 years

Purpose: Handling complaints
Information: Home address, E-mail, Customer file data, Financial data, Data necessary to provide the service, Data generated by the service
Legal basis: Necessary for the performance of a contract
Storage period: Maximum of 5 years

Purpose: Invoicing
Information: Home address, E-mail, Customer file data, Financial data, Data necessary to provide the service, Data generated by the service
Legal basis: Necessary for the performance of a contract
Storage period: Maximum of 5 years

Purpose: CRM
Information: Name, Username, E-mail
Legal basis: Necessary for the performance of a contract
Storage period: As long as necessary for this purpose

Marketing

Purpose: Newsletter
Information: Name, Home address, E-mail, Phone, Billing address
Legal basis: Necessary for the performance of a contract
Storage period: As long as necessary for this purpose

Website

Purpose: Account
Information: Name, Address, E-mail, Username, Password, User ID
Legal basis: Necessary for the performance of a contract
Storage period: Maximum of 5 years

Research and Development

Purpose:	Market research
Information:	Home address, E-mail, Phone
Legal basis:	Necessary for the performance of a contract
Storage period:	As long as necessary for this purpose

How did we obtain your personal data?

The Blue Robin 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 The Blue Robin has obtained about you, you may exercise your right of access by submitting a request to The Blue Robin.

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 The Blue Robin makes these changes for you. You may request that The Blue Robin modifies, corrects, supplements, erases or shields your information.

Restriction of processing of personal data

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

Right to object

If the processing of your data takes place on the grounds of 'legitimate interest' by The Blue Robin 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 The Blue Robin. The Blue Robin 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 The Blue Robin no longer being able to provide you with certain services.

Response from The Blue Robin

A request can be sent to welcome@thebluerobin.eu. The Blue Robin will comply with your request as soon as possible and in any case no later than one (1) month after The Blue Robin has received such a request. If The Blue Robin rejects your request, we will indicate in our reply why the request was rejected.

Recipients of your personal data

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

What are cookies and how does The Blue Robin use them?

Cookies are small pieces of (text) information that are sent to your browser when you visit the website of The Blue Robin and then stored on the hard disk or in the memory of your device. The cookies placed via The Blue Robin'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 The Blue Robin uses your data, you can send an e-mail to welcome@thebluerobin.eu. If you have a complaint about the way your data is processed, please send an e-mail to welcome@thebluerobin.eu.

Furthermore, you always have the right to contact the competent national data protection authority. In the Netherlands, this is the Autoriteit Persoonsgegevens.