

## **STARLINGS // PRIVACY STATEMENT**

When you visit our website [www.starlings.nl](http://www.starlings.nl) or contact us, we receive information about you. In this privacy statement, we explain what we do with that information. We always handle your information with care and store it securely. If you have any questions or want to know what information we have about you, please get in touch with us. We may amend this privacy statement as needed, so we recommend you check it regularly to stay informed of any changes. This privacy statement was last updated on September 1, 2023.

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### **1. When to apply this privacy statement?**

This privacy statement applies to all personal data we process and to all domains related to us. This includes the personal data of anyone who has ever been in contact with us or visited our website, such as visitors, customers, and business contacts. Personal data encompasses all data that can be traced back to you as an individual, including your name, phone number, and customer number. If you would like to learn more about personal data, please visit the website of the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

### **2. Who uses your data?**

E.P.M. Gerrits is responsible for the website [www.starlings.nl](http://www.starlings.nl) and, as such, the data controller for the use of your personal data as described in this privacy statement.

### **3. Whose data do we use?**

We process the personal data of anyone who has been in contact with us or visited our website. This includes visitors, individual customers, business customers, and contacts of our partners.

### **4. How do we obtain your data?**

We receive the data directly from you when you:

- Sign up for the newsletter
- Create an account
- Make purchases

## **5. What data of yours do we use?**

We utilize the following data:

- Name
- Gender
- Residential or business address
- Delivery address
- Email address
- Phone number
- Payment details

## **6. What do we use your data for?**

We use your personal data solely for the purposes for which it is permitted to be used:

- We use your data to provide you, as a customer, with the best service, which we would not be able to do without that information
- We use your data to comply with legal requirements, such as retaining data for tax purposes

## **7. How long do we retain your data?**

We retain your personal data for as long as required by law and as long as necessary for the purpose for which we use your data. For instance, as long as you are a customer with us, we store your data in accordance with the legal retention period of seven years. Afterward, we retain your data solely for statistical purposes and to address any potential complaints or legal matters. If you would like more information about how long we retain specific data, please contact us.

## **8. With whom do we share your data?**

Your personal data is used solely by us. We will never share your personal data with others.

## **9. What can you request from us?**

Since we use your personal data, you have various rights. We've listed these rights for you below:

### **A. Right to Information**

We must explain to you in an understandable and clear manner what we do with your data and what control you have over it. Therefore, in this privacy statement, we extensively explain the data we collect from you and how we handle your data.

### **B. Right to Access**

You may always ask us to provide you with access to your data that we have.

### **C. Right to Rectification**

You can ask us to correct your data if it is incorrect or incomplete.

### **D. Right to Object**

You can object to the processing of your data if you disagree with how we handle your personal data. This right applies to data we use for direct marketing, which means you can inform us that you no longer wish to receive emails from us. This also applies to personalized recommendations on our website.

### **E. Right to Data Portability**

If you are a customer or have given consent for the use of your data, you can ask us to send you the digital data we have about you. This allows you to transfer that data to another organization if you wish.

### **F. Right to Restriction**

You can ask us to limit the use of your data. This means that in certain cases, we may only store your data but not use it.

### **G. Right to Erasure**

You can ask us to delete all data we have about you. We will then remove all data that can be traced back to you as an individual. In some cases, we may not be able to or allowed to delete your data yet. For instance, we are required to retain some data for 7 years for tax purposes.

### **H. Right to Submit a Complaint**

You can file a complaint about the way we handle your data. If you have a complaint, we would be happy to resolve it for you. Please contact us for that purpose.

### **How do I submit a request or complaint?**

Please send your request or complaint to us via [hello@starlings.nl](mailto:hello@starlings.nl). We will process your request or complaint within 30 days. If there are multiple requests or complaints, or if your request or complaint is complex, this may take more time. In that case, we will contact you within 60 days at the latest. We may ask you to identify yourself. In such a case, we will request your data to ensure that you are the correct person whose personal data is in question.

### **10. What rules apply to this privacy statement?**

Our privacy statement must comply with various requirements, particularly those found in the General Data Protection Regulation (GDPR). Additionally, the general rules stipulated by Dutch law are applicable to our privacy statement.

### **11. What cookies do we use?**

You can specify which data we are allowed to use. If you have given us permission to personalize your profile based on your browsing and search behavior, we can tailor our website to your specific preferences to make your experience easier and more personal. We achieve this using cookies. A cookie is a small text file that is placed on your hardware when you visit our website.

We use the following type of cookies on our website:

- Functional cookies, such as session and login cookies to track session and login information.

### **12. What do we do with data from minors?**

We do not specifically target minors with our website. This means that if you are under 18 years of age, you need the consent of a parent or guardian to use our website. If you are a minor visiting our website or webshop, we assume that you have obtained this consent before your visit.

### **13. Do you have a question about this privacy statement?**

Do you have a question about our privacy statement? Please feel free to contact us by sending an email to [hello@starlings.nl](mailto:hello@starlings.nl). We are happy to assist you.