

Privacy and cookie statement

Zillertaler Vrienden

03-12-2025

Your privacy is of great importance to Zillertaler Vrienden. We therefore comply with the relevant laws and regulations on privacy, including the General Data Protection Regulation (hereinafter: GDPR). This means that we:

- **Clearly define our purposes**, before we process your personal data, via this privacy statement;
- **Store as little personal data as possible** and only the data necessary for our purposes;
- **Request explicit consent** for the processing of your personal data, if consent is required;
- **Take necessary security measures** to protect your personal information. We also impose these obligations on parties that process personal data for us;
- **Respect your rights**, such as the right to access, correct or delete your personal data processed by us.

Your data is safe with us and we will always use this data properly. In this privacy statement we explain what we at the webshop Zillertaler Vrienden do with information that we learn about you.

If you have any questions or want to know exactly what we keep of you, please contact Zillertaler Vrienden.

Contact form

With the contact form you can ask us questions or make requests. For this we use your:

- IP address;
- Name and address details;
- Email address.

We do this on the basis of your consent. We keep this information until we are sure that you are satisfied with our response.

Your account

Certain parts of our online store require you to register first. You will then need to provide information about yourself and choose a username. With this we create an account, on which you can log in with that username and a password of your choice. For this we use your:

- Billing address;
- Gender;
- Date of birth;
- E-mail address;
- Name and address details;
- Telephone number;
- IP address.

We do this on the basis of your consent. We keep this information until you cancel the account. We store this information so that you do not have to enter it again and again in the webshop and so that we can approach you more easily if necessary. You can change information through your account whenever you want.

Sending newsletters

We have a newsletter and you will only be added to the list of subscribers with your permission. In the newsletter you can read news, tips and information about our products and services. For this we use your:

- Name and address details;
- IP address;
- Email address.

We do this on the basis of your consent. We keep this information until you cancel the subscription.

If necessary, the newsletter will be sent by e-mail. The content of the newsletter includes the following:

- News.

You can unsubscribe from the newsletter at any time. Every newsletter contains an unsubscribe link.

Order processing

When you place an order with us, we use your personal data to be able to handle it properly. We may then give your personal data to our delivery service to have the order delivered to you. We also receive information about your payment from your bank or credit card company. For this we use your:

- Billing address;
- IP address;
- Date of birth;
- E-mail address;
- Name and address details;
- Telephone number.

We need this because of the contract we conclude with you. We keep this information until your order has been completed. We keep certain customer data longer in connection with the statutory tax retention obligation.

Provision to other companies or institutions

With the exception of the parties necessary to provide the services mentioned above, we do not give your personal data to other companies or institutions under any circumstances, unless we are legally obliged to do so (for example, if the police require it in the event of a suspicion of a crime).

Statistics

We keep statistics about the use of our webshop, we have access to the individual data. However, we only consult this data if this is necessary for a purpose from this statement.

Cookies

Our webshop uses cookies. Cookies are small files in which we can store information, so that you do not have to fill it in every time. But we can also see that you visit us again.

You can disable the placing of cookies via your browser, but some things from our webshop will no longer work properly.

We have made agreements with other companies that place cookies about the use of cookies. However, we do not have full control over what they do with the cookies themselves. So also read their privacy statements.

Security

Security of personal data is of great importance to us. We ensure that your data is properly secured with us. We always adjust the security and pay close attention to what can go wrong.

Changes to this privacy statement

When our webshop changes, we must of course also adjust the privacy statement. So always pay attention to the date above and check regularly for new versions. We will do our best to notify you of changes.

Your rights

If you have any questions or want to know what personal data we have about you, you can always contact us. See contact details below.

You have the following rights:

- Get an explanation of what personal data we have and what we do with it;
- Access to the exact personal data we have;
- Having errors corrected;
- The removal of outdated personal data;
- Having personal data transferred to another party;
- Withdrawal of consent;
- Restrict a certain processing;
- Object to a particular use.

Please note that you always clearly indicate who you are, so that we can be sure that we do not modify or delete data from the wrong person.

In principle, we will comply with your request within one month. However, this period may be extended for reasons related to the specific rights of data subjects or the complexity of the request. If we extend this period, we will inform you in good time.

Complaint

If you wish to file a complaint about the use of your personal data, you can send an e-mail to info@signalsoft.nl. We handle every complaint internally and communicate this further with you.

If you feel that we are not helping you in the right way, you have the right to file a complaint with the supervisory authority. This is called the Dutch Data Protection Authority.

Contact details

Zillertaler Vrienden

Fossilenerf 19

6413 LN Heerlen

E-mail address: info@zillertalervrienden.nl

This text has been translated from Dutch to English. In case there are differences in the translated text, the Dutch text is always leading.