



*Handed
By*[®]

Handed By

Privacy statement



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1. Introduction

This is the privacy statement of Handed By. This privacy statement applies to any privacy-sensitive information or personal data you provide to us, for example when you send us an email. We clearly explain how we store your data, how long it is stored and what exactly the purpose of the data processing is. In addition, we give you clear insight into how you can make use of your data processing rights.

What exactly does Handed By do? Handed By is the leading brand in woven baskets, bags and home accessories. Handmade of materials that leave the smallest possible footprint on the environment, such as recycled plastic. The products are of superior quality. We are a product developer, designer, manufacturer, seller and wholesaler in one.

Because we process (or have processed) personal data in various situations, we have opted for an extensive privacy statement. There are often situations in which Handed By must collect and process / use your personal data. Consider, for example, carrying out work on location. It is important that you know what happens to your personal data and how you can inform us of your wishes regarding the handling of personal data.

Handed By takes your privacy very seriously and will use and process personal information in a secure manner. All articles in this privacy statement are in accordance with the applicable (General Data Protection Regulation GDPR legislation). This European privacy legislation has been applicable in the Netherlands since **25 May 2018**.

Do you feel that your personal data is not handled correctly? Please do not hesitate to contact us directly.

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Nijverheidsweg 13 | 3401 MC | IJsselstein
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2. Category personal data

It is necessary for us to request certain personal data in order to provide our users with the best possible assistance. Personal data is data that can be traced back to a natural person. The personal data that we (generally) request:

- First name and surname;
- Address;
- Bank account;
- Country;
- Company data;
- (Personal) e-mail address (note: under the GDPR, certain company email addresses may be considered as personal e-mail addresses. Think of the e-mail address Tom.Thomas@business.nl);
- Phone number.

We only store and use the personal data that is provided directly by you, or which it is clear that they are provided for processing by Handed By.

3. Basis and purpose for data processing

Under the GDPR legislation, we are obliged to have a lawful basis for processing your personal data. Article 6 paragraph 1 sub a, sub b and sub c of the GDPR apply to our situation: the processing of your personal data is done on the basis of consent, because it is necessary for the performance of an agreement between you and Handed By or because it is necessary to comply with legal obligations.

Article 13 paragraph 1 sub c of the GDPR then requires us to clearly indicate for which 'processing purposes' the personal data are intended. Below is therefore an overview with various processing purposes.

There are a number of purposes for which Handed By collects your personal data;

1. Contact

If you have contacted Handed By in any way, the data you provide will be stored and used for the course of further contact. This information includes e-mail address or telephone number.

2. Consumer sales

For every sale that takes place to a consumer via the webshop, certain data are processed, including name, country, contact details and address. The address is also required for the delivery of the product.

3. Company agreement

If an agreement has been concluded with a company, the data of the person entering into the agreement must be processed, as well as the delivery address and company data such as chamber of commerce number and the like.

4. Sending payment reminders

We also store personal data for sending payment reminders. These include names, e-mail address, telephone numbers and address details.

5. Accounting

Handed By is legally obliged to keep a thorough accounting. For this purpose, the data that is reasonably present on quotations and invoices are stored. Think of name and, if necessary, bank details.

6. Invoicing

Handed By stores data specified in connection with billing. This applies to both invoices sent and received. Most invoices are provided with personal data, such as the salutation. Handed By sends invoices to companies that have purchased products. Data collected here are: company name, billing address, Chamber of Commerce number, VAT number, telephone number and e-mail address.

7. Relationship management

Handed By uses the CRM customer system to maintain a customer relationship. A number of data are stored for this purpose. Think of: name, e-mail address, order history, telephone number, Chamber of Commerce number, address. In some cases, we process data in the context of satisfaction surveys (name, email address).

8. Delivery outside the Netherlands

Handed By also supplies to foreign countries, including Belgium, Germany and France. Before sending, we need data that allows the products to be shipped, such as the address. The consumer is responsible for providing data to the authorities in force in the relevant country if necessary.



9. Cookies, placed via <https://handedby.com/> (Read our cookie **statement for detailed information)**

In order to use the website and to make the website function properly, a number of data are stored. Think of IP address, location data, statistical data about surfing behaviour and website visits (scroll and click behavior).

Please note: With regard to cookies, we comply with both the GDPR and the Dutch Cookie Act (Telecommunications Act Article 11.7A). This means that more detailed information about cookies is given in a separate document: **our cookie statement**.

4. Period of storage

We have indicated above for which processing purposes we use your personal data. According to Article 13 paragraph 2 sub a of the GDPR, we must then indicate the storage period of personal data.

1. Contact

If the contact does not lead to the provision of a service or work, the data you provide will be kept for a period of **up to 2 years**.

2. Consumer sales

For the sale of a product, the processed data are stored for **7 years**. This also relates to data processed for the preparation of invoices.

3. Company agreement

All data relating to an agreement concluded with a company will in any case be kept for the period that the agreement is active. At the time the agreement is terminated or completed, the processed data will be stored for **7 years**.

4. Sending payment reminders

Handed By stores your data if you are no longer a customer for at least the legal **period of 7 years**.

5. Accounting

In order to keep a thorough accounting, we must keep personal data that are linked to financial purposes for a period of **at least 7 years**, possibly increased by **5 years** for internal accounting.

6. Relationship management

For this purpose, data is retained **five (5) years** after the end of a customer relationship, unless longer is necessary in connection with legal proceedings. In this context, the period of five (5) years is also linked to the possibility that a possible relationship will again become a customer at Handed By.

7. Cookies, placed via <https://handedby.com/> (Read our **cookie statement for detailed information)**

All information relating to cookies is explained in detail in **our cookie statement**.



5. Recipients of personal data

Handed By shares personal data with third parties: this only happens when this is strictly necessary. In all cases Handed By will comply with the GDPR legislation as controller, specifically **Article 28 et seq. GDPR**.

We work together with certain third parties to guarantee the best service from Handed By. Think of parties that arrange our financial affairs. Below we offer you an overview of external parties that receive personal data from you.

Overview of third parties receiving personal data from you:

- **Accountant**
For proper accounting, personal data may be processed by an accountant. These are strictly necessary data, which are also stated on invoices.
- **Delivery**
In order to be able to fully perform our service to completeness, we share certain data with different carriers. These are used to deliver the ordered products. Data that is shared with the carriers is in any case the delivery address and your name.
- **Tax authorities/public authorities**
In order to comply with our tax liability and/or any other legal requirement, we share the necessary personal data with the Tax Authorities and other public authorities, if we are legally obliged to do so. The government can still apply separate rules, this responsibility lies with the other party.
- **Debt collection agency**
We use collection agencies to ensure that every customer pays the outstanding bill. These are therefore only enabled if someone has already had several payment reminders and there is no insight into whether the bill will be paid. Data that is shared with the collection agencies is in any case your name, address and billing information.

6. Security

Personal data is only accessible to the authorized employees of Handed By. These personal data are protected with a password.

The devices on which your data is stored are locked with a password and/or fingerprint scan and/or face recognition. This naturally includes the necessary devices, such as computers, laptops and mobile phones.

Your visit to the Handed By website is also secured by means of https security. This means that your connection to Handed By is private. With this we ensure that your personal data remains safe during a website visit.

For the sake of completeness, more information about online security:

- Security software, such as a virus scanner and firewall.
- We send your data via a secure internet connection. You can see this in the address bar 'https' and the padlock in the address bar.

7. Your rights with regard to your personal data

Below we give you an overview of the rights you have with regard to your personal data and our use thereof. Although we collect and process personal data in a minimal way at Handed By, we think it is important to point out the rights you have under the GDPR.

a. Right of access (Article 15 GDPR)

At any time, you have the right to request your data, which are recorded and stored at Handed By. This can be done by sending an e-mail. You will then get a clear overview of your data.

b. Right to rectification (Article 16 GDPR)

Are your data (which we hold) no longer correct or have it changed? Then you have the right to have this corrected by Handed By.

c. Right to transfer data (Article 20 GDPR)

According to the GDPR, you have the right, if reasonable and possible, to request Handed By to transfer data to another party.

d. Right to erasure of data (Article 17 GDPR)

In certain cases, you have the right to ask Handed By to destroy data. You can do this by invoking **the right to be forgotten**. In the following situations, Handed By must destroy your personal data:

- Handed By no longer needs your data for purposes for which Handed By collected the data.
- You have explicitly given permission to Handed By to use data but are now withdrawing it.
- You object to the processing of data. **You have an absolute right to object to direct marketing.** Are your interests greater than Handed By's interests with regard to the processing of your data? Then you have a relative right of objection. This means that erasure does not have to take place immediately, but only when it has been established that your interest outweighs it.
- If Handed By would process your data unlawfully, you immediately have the option to ask for the data to be deleted. This can be done, for example, when there is no legal basis for the processing of your personal data.
- If Handed By has exceeded a legal retention period, Handed By is obliged to delete your data.
- If you as a data subject are under *16 years* of age and Handed By has collected your data via the website, you can ask Handed By to delete the data immediately.

There are exceptions to the right to be forgotten from the GDPR. For more information, see the following page.

e. Right to lodge a complaint with the Dutch Data Protection Authority

You always have the right to lodge a complaint with the Dutch Data Protection Authority if you feel that Handed By has not handled your personal data correctly. This can be done via this [link](#) (as of March 2021 the Dutch Data Protection Authority does not have an English version). The Dutch Data Protection Authority will then deal with this complaint.

f. Right to stop data consumption, objection (Article 21 GDPR)

You have the right to object to data use at any time. Especially in the case of direct marketing.

Use the rights mentioned above?

In most cases, an email to info@handedby.com is enough to exercise your rights. Do we doubt that you are who you say you are? Then we can request you to provide a copy of your ID. We always ask you for a copy of the identity document, as prescribed by the Central Government. However, in most cases a less invasive way of finding identity will be sufficient.



8. Duties

Handed By processes your personal data, as indicated, on the basis of a legitimate interest. Your personal data will never be sold to a third party.

The data that is mandatory to provide are the minimum necessary personal data that are necessary for the provision of services. If you do not provide this mandatory data to us, Handed By cannot (properly) offer the services.

If it is necessary to share your data with parties other than the aforementioned parties, your consent will of course first be requested by amending our Privacy Statement. We always make changes known via the Handed By website.

Handed By reserves the right to disclose data when required by law, or when Handed By deems this justified to comply with a legal request or process. Also, when it comes to ownership or protecting Handed By. We hereby try to respect your right to privacy as much as possible.

Do you have any questions about our privacy policy? Please feel free to contact us via the e-mail address below.

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