

## Karizma Luce B.V. privacy notice

25 May 2018

We are always there for our customers - not only in terms of the lighting solutions we offer, but also the clear agreements we have in place. For example, we take your privacy very seriously. In this privacy notice, we would like to explain what we do with the information that you provide us with via our website.

### Placing orders

If you place orders with us, we use your personal data for quick and accurate order fulfilment. Your data will be used to ensure that we supply you with the correct product or service that has been ordered, whether that is by post, online or even if we visit you ourselves.

When you order, you also share information about your bank or credit card. This information is safe with us. This also applies to your name and address, telephone number, billing address, email address, payment details and VAT number: namely all the information we need to complete the sale.

This is information that we keep on record. How long? For up to two years after your order and seven years thereafter. Why? Because we are legally obliged to retain your data for this period.

### Contact form

If you have any questions, then please feel free to call us, or send us a message by email or app. You can also ask questions via our contact form. Please enter your name and email address. We keep your data until we are sure that you are satisfied with our response.

If you then ask questions via the contact form, it's simple for us to look up this information, meaning that it's easier for us to quickly provide you with a more informed response.

### Newsletter

It's great if you subscribe to our newsletter to find out our latest news, tips and updates, which we are happy to share with you. Your email address will only be added to the list of subscribers with your consent. Please be aware that you can cancel your subscription at any time. The unsubscribe link can be found at the bottom of each message. Your data is retained for up to three months after you cancel your subscription.

## Other companies or institutions

We only share your personal data with other companies or institutions if necessary. For example, to ensure that our website functions optimally or if we are under an obligation to do so (e.g. a request from the police if there is a suspicion of a crime).

We also work together with other companies. Your personal data will therefore be shared with these partners, as this is necessary to ensure that you receive your order. Finally, we use social media buttons in our website. These are used by the administrators of these services to collect your personal data.

## Cookies

This website runs on [WordPress](#), a CMS (content management system) that has been developed by [Automattic](#). During your visit, WordPress uses a cookie to check whether cookies are supported by your browser. These cookies are not used for analyses and are purely functional. WordPress meets the guidelines set out in the GDPR. Therefore, please also consult the general terms & conditions of [Automattic](#).

## Google Analytics

This website uses [Google Analytics](#), a web analysis service that is offered by [Google Inc.](#) Google Analytics uses cookies to analyse how users use the site. This data is stored anonymously. Google Inc. meets the guidelines set out in the GDPR. Therefore, please also consult the [general terms & conditions](#) of Google Inc.

## Security

We have taken appropriate technical and organisational measures to protect your personal data against loss and unlawful processing. We use advanced firewalls and network traffic is constantly monitored. All connections to our servers are secured with an SSL connection. All passwords are stored securely with us by means of cryptographic security. Furthermore, access to your personal data is protected with a username and password.

## Changes to this privacy notice

If changes are made to our website, then we will also make changes to our privacy notice. Always make a note of the date at the top of this document and check regularly for new versions. We will do our best to make sure we send you a separate notification of any changes.

## Access to and change of data

Please contact us if you have any questions about how we deal with your privacy. You have the following rights:

- to receive an explanation on what personal data we have and what we do with it
- to get access to the exact personal data we hold
- to correct mistakes
- to have obsolete personal data deleted
- to withdraw your consent
- to object to a particular use

Please note, you should always clearly state who you are. This way we can be sure that we do not modify or delete the data relating to the wrong person.

Dutch Data Protection Authority

**If you think we are not helping you or informing you correctly, then you have the right to file a complaint with the supervisory authority, the [Dutch Data Protection Authority](#).**

Thank you for taking the time to read this. We hope that this privacy notice has been informative.