



Rollergrip
Kremer Products

Privacy policy

We are responsible for processing personal data of customers and visitors of our website. In this privacy declaration it is explained which data we process and why we do that. In accordance to the General Data Protection Regulation (GDPR), we are giving openness with regard to the data that we store. We respect your privacy and offer maximum protection of your personal data.

Personal data that we process and with which goal

The following personal data is being saved to our database:

- Necessary for shipment: name, address, postal code, residence
- Necessary for sending an order confirmation and invoice: e-mail
- Necessary for quick contact option in case of problems with the order: phone number
- Necessary for delivery: order- and invoice data
- Necessary for potential fraud detection: IP-address
- Necessary when registering as (regular) customer: the password of your choice (saved unreadable and encrypted). Note: It is a customers' own responsibility to choose a password thoughtfully. Never use the same password at various websites. In case our website will ever get hacked, this will prevent abuse of your password in combination with your email to get into other website (e.g. mailbox, banking account).
- We do not process specific (sensitive) personal data.
- Your personal data will exclusively be used by ourselves in order to process your order. Your data will never be provided to third parties.
- You have the right to look into your data and change/delete it.
- Did you register as incidental customer and do you wish to change or delete your personal data? Please send us a request via email. We will adjust your data asap.
- Some technical data is being registered which is necessary for the correct functioning of our software and for your ease of use. Think about: contents of your shopping cart etc. This happens by means of a anonymized cookie. Outside of the purpose for which this data is registered, this data is not used in any other way. When you are not logged in as a customer, this data is also not linked to your personal data.
- We do not take decisions based on automated processing on matters that may have (significant) consequences for individuals. This is about decisions taken by computer programs or –systems, without an individual being involved (e.g. an employee of Kremer Products). We use the following computer programs or –systems:
 - Moneybird
 - Mollie
 - Hostnet
 - Wordpress
 - Bol.com (personal data is being shared for the purpose of your order at Bol.com)

Protection of personal data

Your personal data is exclusively accessible for the employees of our company who are concerned with processing your order. The data is saved onto a webserver in a datacenter that is being managed by an external company. The external company has technical access to the database. This company has committed itself not to use your personal data and to store your data as safe and carefully as possible.

Protection of financial data

We do not save financial data on our systems. Financial transactions are handled by the payment provider Mollie, who takes care of a secure completion of payment traffic to banks and credit card enterprises. Mollie meets all guidelines for the safety of online payments that have been created by the European Banking Authority (EBA). They are constantly being supervised by De Nederlandsche Bank. This guarantees a secure protection of your banking- and or credit card data.

Statistical data

In order to offer you the best service, we keep track of statistical data when you visit our webshop. This is done via Google Analytics tracking cookies. These cookies do not contain personal data.

How long we keep personal data

We do not keep your personal data longer than is strictly necessary to realize the purposes for which the data was collected. We are obliged to save the invoices with your data for tax purposes and therefore use a retention period of 5 years.

Security

In order to guarantee the safety of your personal data, we apply security measures according to the prevailing norms. For example: usage of the secure https-protocol, application of the latest security updates of the software, usage of sufficient safe passwords in our systems, etc.

Complaints

In case you have any complaints concerning the way we deal with your personal data, please contact us first (info@kremerproducts.com). We will do our very best to guarantee your privacy. Should you nevertheless find that your complaint has not been handled satisfactorily, you can turn to the Dutch Data Protection Authority.

Our contacts

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