

PRIVACY GUARANTEED BY PROFINRG

August 2020

This is the site of ProfiNRG, located at Maarssebroeksedijk 37, 3542 DM Utrecht, the Netherlands. Its registration number with the Chamber of Commerce is 54807018. Our VAT number is NL8514.47.703.B01.

Privacy

We attach great importance to your privacy. Therefore, we strictly adhere to all legal regulations applicable to your personal data. We respect your right to provide access to your personal data, check them or have them deleted. It is also possible, at your request, to provide a data export containing data we use with your consent.

We reserve the right to make changes to our privacy policy. You are therefore advised to consult this privacy statement regularly so that you are aware of any changes.

If you have any questions or complaints about the processing of personal data, we are happy to help. We can be reached by phone every working day between 09:00 and 17:00. We answer all questions and complaints by e-mail to info@profinrg.nl within 1 working week. Under the applicable privacy legislation, you also have the right to lodge a complaint with the Dutch Data Protection Authority against such processing of personal data. You can contact the Dutch Data Protection Authority for this purpose.

In order to be able to deliver all your orders via ProfiNRG properly, quickly, in the right way and customised, and/or to answer the questions you ask properly, certain data are necessary. We check those data for accuracy in various ways.

For that, we collect the following data

- **General details:** When ordering, please enter your name, address, postcode and place of residence. We use these data to process the order.
- **Your e-mail address:** We use your e-mail address to inform you when the order is ready for shipment. If you have subscribed to the newsletter and confirmed the subscription, you will receive e-mails with information and/or offers. If you no longer wish to receive the newsletter, you can simply unsubscribe.
- **Your phone number:** We only use your phone number if there are questions or unclarities about your order. If there is a temporary promotion in which you participate, the promotion will require a phone number. We will only use your phone number to run the promotion and announce the prize winner.
- **Payment details:** To pay for your order, we use a secure payment environment. Once the payment has been made, your payment details are processed and stored in our records and with the bank and payment services to link the payment to your order.
- **Traffic data:** Traffic data are stored every time you visit our website. For example, your browsing behaviour on the website and which items you order. We use these data to improve our website and make it more user-friendly. Traffic data are therefore not person-related.
- **Your IP address:** When you place an order, your IP address is stored. This is to prevent fraud.

- **Fraud:** To prevent fraud, we also examine customer data. Should it be necessary, we may pass on your customer data to the authorities.
- **Customer service:** You can contact us by e-mail and telephone. To avoid having to tell the same story several times and to improve our service, we make notes of the customer contacts we keep.
- **Retention period:** As long as necessary to process your order, we will retain your data. If you no longer have an account with us, your data will be deleted, unless there is a legal obligation to keep your data longer (including the 7-year tax retention obligation).

What do we use your personal data for?

- For processing your order.
- For delivery to the address you provide; should this be necessary for the delivery of your order, we may also pass on your details to other parties, such as the delivery service.
- For notifying you of promotions, if you have signed up for them.

Traffic data

- For promoting the user-friendliness of our website.

Personal data are well secured

The protection of privacy is very important. Therefore, our computer systems and internet applications are properly secured to prevent unauthorised persons inside and outside our organisation from accessing personal data. All special information (such as payment data) is processed separately on an extra secured internet system. We constantly take security measures to prevent unauthorised use and loss of information that ProfiNRG.nl receives on its website.

Secure connection

At the time of placing the order, your data is encrypted and sent to us via a secure connection. You can recognise the secure connection by the small lock in the green address bar. This prevents theft of or fraud with your data. The padlock and the green address bar are shown in all recent versions of Internet Explorer, Safari, Chrome and Firefox.

We never sell personal data to other organisations for commercial purposes

ProfiNRG.nl never sells or leases personal data. ProfiNRG.nl only makes data available to third parties that are closely involved in the execution of your order, the evaluation of ProfiNRG's activities/services or the improvement of internet advertisements on other websites. All employees of ProfiNRG and third parties engaged by us are obliged to guarantee the confidentiality of all data.

Cookies

Our site makes use of so-called cookies. Cookies consist of a standard Internet technology that allows us to store and access certain information on the user's system. Any visitor can set his/her computer not to accept cookies. For more information, please refer to our cookie policy on our website.

Contact?

If you wish to comment on ProfiNRG.nl's privacy policy, please contact us:

- By phone: **+ 31 (0)30-265 85 12**
- By e-mail: **info@profinrg.nl**
- By letter: **Maarssebroeksedijk 37, NL - 3542 DM Utrecht**