

# ▶ PRIVACY POLICY

**THE DUTCH COMPANY SMARTBAGS HANDLES THE PERSONAL DATA THAT YOU SHARE WITH US AND IS RESPONSIBLE FOR THE PROCESSING OF PERSONAL DETAILS AS PORTRAYED IN THIS PRIVACY POLICY.**

Europaweg 8

9723 AS Groningen

The Netherlands

+31 50 2100123

[mail.smartbags.com](mailto:mail.smartbags.com)

<https://smartbags.com/>

KvK nr: 67666981

Authorised representative: Bart Smallenbroek

VAT nr: NL002160892B60

## THE PERSONAL DATA THAT WE PROCESS

SmartBags processes your personal data because you make use of our services and/or because you provided us your details yourself. Below, you can find an overview of the personal data we use:

- First and last name
- Address data
- Phone number
- E-mail address
- Order details
- Data based on your activity on our website

## SPECIAL AND/OR SENSITIVE PERSONAL DATA THAT WE PROCESS

Our website and/or service has no intention of collecting the data of website visitors below the age of 16, unless they have permission from a parent or guardian. However, we have no way of verifying the age of our visitors. Therefore, we recommend parents to stay involved with the online activities of their children to prevent to collection of the data of minors without parental approval. If you are convinced we collected the data of a minor without that approval, contact us via [mail@smartbags.com](mailto:mail@smartbags.com). We will then delete this information.

### GET THE MOST OUT OF IT

Europaweg 8  
9723 AS Groningen  
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[mail@smartbags.com](mailto:mail@smartbags.com)  
[smartbags.com](https://smartbags.com)

KVK: 67666981  
BTW: NL194664053B01  
Rek: NL28 RABO 0131 1278 37



# FOR WHICH PURPOSE WE PROCESS PERSONAL DATA

SmartBags processes your personal data for the following purposes:

- Handling your order
- Sending out our news letters
- Contacting you via e-mail or by phone if this is necessary to perform our services
- Informing you about changes in our products and services
- Delivering goods and services to you
- SmartBags analyses your behaviour on our website to improve our website and to adjust our offerings of products and services to your preferences.

## AUTOMATED DECISION MAKING

SmartBags does not make decisions based on automated processing of cases that may have (significant) consequences for persons. These are decisions that are made by computer programs or systems, without any human intervention (such as by a SmartBags employee).

## HOW LONG WE STORE PERSONAL DATA

SmartBags stores your personal data for as long as you are an active customer.

## SHARING OF PERSONAL DATA WITH THIRD PARTIES

SmartBags does not sell your personal data to third parties and will solely share this data if it is necessary for the execution of our agreement with you or to meet legal requirements. We conclude a processor agreement with companies that we commission to handle your data to ensure the same level of security and confidentiality of your data. SmartBags remains responsible for the processing of your data.

## COOKIES, OR SIMILAR TECHNIQUES, THAT WE USE

SmartBags makes use of functional, analytical, and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet, or smartphone during your first visit to our website. SmartBags uses cookies with a purely technical functionality. These cookies allow the website to perform as intended and that, for example, your preferences are remembered. The cookies are also used to optimise the website. You can opt out of cookies by setting your internet browser so that no cookies are stored. In addition, you can delete all information that has previously been stored through the settings of your browser.

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## VIEW, EDIT OR DELETE DATA

You reserve the right to view your personal data, to edit or to delete it. In addition, you have the right to withdraw any permission to handle your data you have given and to object to the handling of your data by SmartBags, and you reserve the right to transfer your data. This means that you can file a request with us to send the data that we have of you to you or any organisation specified by you. At any moment, you can request SmartBags to delete your personal data, except in the following cases:

- you have an ongoing matter with our customer service
- you have an unfulfilled order that has not, or only partially, shipped
- you have an unsettled debt with SmartBags, regardless of payment method
- in case you have made a purchase, we store your data in connection with your transaction, for the purposes of the law on accounting and financial reporting.

You can e-mail your request to review, correct, remove or transfer of your personal data, or your request to revoke your permission, or your objection to the handling of your data to [mail@smartbags.com](mailto:mail@smartbags.com). To make sure that any request is filed by you, we ask you to include a copy of your identification document with your request. In this copy, blackout the passport photograph, the MRZ (machine readable zone, the zone with numbers at the bottom of your passport), the document number, and your citizen service number (BSN). Do this to protect your privacy. We will respond as soon as possible, but within four weeks, to your request. SmartBags also wants to remind you that you have the option to file a complaint with the national supervisor, the Dutch Data Protection Agency. You can do this via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons> (Dutch).

## HOW WE PROTECT PERSONAL DATA

SmartBags takes the protection of your personal data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure, and unauthorised changes. If you feel that your data is not properly protected or there is evidence of abuse, please contact our customer service via [mail@smartbags.com](mailto:mail@smartbags.com).

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