

Woolmakers, based at Niermansgang 16 7514 DM Enschede, is responsible for the processing of personal data as shown in this privacy statement.

**Contact details:**

<https://www.woolmakers.com/>

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Annemiek Keizer is the Data Protection Officer at Woolmakers. She can be reached via [privacy@woolmakers.com](mailto:privacy@woolmakers.com).

**Personal data that we process**

Woolmakers processes your personal data because you use our services and / or because you provide them yourself.

Below is an overview of the personal data we process:

- First and last name
- Address data
- phone number
- E-mail address

**Special and / or sensitive personal data that we process**

Our website and / or service does not intend to collect data about website visitors who are younger than 16 years. Unless they have permission from parents or guardians. However, we can not check if a visitor is older than 16. We encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us via [privacy@woolmakers.com](mailto:privacy@woolmakers.com), then we will delete this information.

**For what purpose and on what basis we process personal data**

Woolmakers processes your personal data for the following purposes:

- Handling your payment
- To call or e-mail you if necessary to carry out our services
- Inform you about changes to our services and products
- Allow you to create an account
- To deliver goods and services to you

**Automated decision-making**

Woolmakers does not make decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions taken by computer programs or systems, without a person (such as a Woolmakers employee) sitting in between.

**How long we store personal data**

Woolmakers does not store your personal data for longer than is strictly necessary to achieve the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

*(Category) personal data > Retention period > Reason*

Personalia	> 2 years	> warranty on products we deliver
Address	> 2 years	> warranty on products we deliver
E-Mail address	> 2 years	> warranty on products we deliver
Phone number	> 2 years	> warranty on products we deliver

### **Sharing personal data with third parties**

Woolmakers will not sell your information to third parties and will only provide this information if this is necessary for the execution of our agreement with you or to comply with a legal obligation. With companies that process your data in our assignment, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. Woolmakers remains responsible for these processing operations.

### **Cookies, or similar techniques, that we use**

Woolmakers does not use cookies or similar techniques.

### **View, modify or delete data**

You have the right to view, correct or delete your personal data. You can do this yourself through the personal settings of your account. In addition, you have the right to withdraw your consent to the data processing or to object to the processing of your personal data by our company and you have the right to data portability. This means that you can submit a request to us to send the personal information we have in your computer file to you or another organization mentioned by you.

If you wish to exercise your right of objection and / or right to data portability or if you have other questions / comments about data processing, please send a specified request to [privacy@woolmakers.com](mailto:privacy@woolmakers.com).

In order to ensure that the request for access has been made by you, we ask you to send a copy of your identity document with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy. Woolmakers will respond to your request as soon as possible, but in any case within four weeks.

Woolmakers also wants to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority.

### **How we protect personal data**

Woolmakers takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not secure or that there are indications of abuse, please contact our customer service or [privacy@woolmakers.com](mailto:privacy@woolmakers.com).