

# PRIVACY POLICY TORENVLIET YAMAHA CENTER AMSTERDAM

This is the Privacy Policy of Torenvliet Yamaha Center Amsterdam (hereinafter referred to as "Torenvliet Yamaha Center Amsterdam," "we," "us" or "our"), a company having its address at Keienbergweg 109, 1101 GG Amsterdam Zuid-Oost. Torenvliet Yamaha Center Amsterdam is registered with the Chamber of Commerce under number 33279589. Our Privacy Policy explains how we collect, use, share and protect information in relation to our website <https://www.yamahacenteramsterdam.nl/> (the "**Service**"). We collect this information when you visit our website with your computer, tablet or mobile phone ("**Computer**"). We process personal data in a manner that is in accordance with the General Data Protection Regulation (the "**GDPR**"), the GDPR-based legislation and the other current privacy legislation.

By using the Service, you understand and agree to the collection and use of information in accordance with this Privacy Policy. Our Privacy Policy applies to all visitors, users, and others who access the Service ("**Users**").

## What kinds of information do we collect?

### Information you provide

We collect the following information you provide us with directly:

- a. Your name;
- b. Your phone number;
- c. Your address;
- d. Communications between you and Torenvliet Yamaha Center Amsterdam (e.g., we may send you Service-related emails);

### Log file information

We collect information that your browser sends whenever you visit our Service. This log file information may include information such as your computer's Internet Protocol address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

### Analytics services (non-personally identifiable information only)

We use third-party analytics tools to help us measure traffic and usage trends for the Service. These tools collect information sent by your device or our Service, including the web pages you visit, add-ons, and other information that assists us in improving the Service. The tools use 'cookies', which are text files placed on your device, to collect your log information and behavior information in an anonymous form. We collect and use this analytics information with analytics information from other Users so that it cannot reasonably be used to identify any particular individual User. With respect to Google Analytics, although Google Analytics plants a permanent cookie on your web browser to identify you, the cookie cannot be used by anyone but Google. Google's ability to use and share information collected by Google Analytics about your visits is restricted by the Google Analytics Terms of Use and the Google Privacy Policy. You can prevent Google Analytics from recognizing you on return visits by disabling cookies.

### Software webshop

#### WooCommerce

Our webshop is developed with software from WooCommerce. Personal data that you make available to us for the benefit of our services are shared via this software. Backups are regularly made to prevent data loss.

### Webhosting

#### Youngbits

We take webhosting from Youngbits registered with the Chamber of Commerce under number: 37144838. However, our e-mail is separate from webhosting and runs via Gmail / Gsuite. Youngbits does not process personal data on our behalf and does not use your data for its own purposes if applicable. However, this party can collect metadata about the use of the services. These are not personal data. Youngbits has taken appropriate technical and organizational measures to prevent loss

and unauthorized use of your personal data. Youngbits is obliged to maintain secrecy on the grounds of the agreement.

## **Payment processors**

### **Mollie**

We use the Mollie platform to handle a (part of) the payments in our webshop. Mollie processes your name, address and residence details and your payment details such as your bank account or credit card number. Mollie has taken appropriate technical and organizational measures to protect your personal data. Mollie reserves the right to use your data to further improve the service and to share (anonymised) data with third parties. All the above-mentioned safeguards with regard to the protection of your personal data also apply to the parts of Mollie's services for which they engage third parties. Mollie saves your data is not allowed for longer than allowed by the legal deadlines.

## **Shipping and logistics**

### **DHL**

If you place an order with us, it is our job to have your package delivered to you. We use the services of DHL to carry out the deliveries. It is therefore necessary that we share your name, address and residence details with DHL. DHL only uses this information for the purpose of executing the agreement. In the event that DHL engages subcontractors, DHL also makes your details available to these parties.

## **Invoicing and accounting**

### **Fastdata**

For our invoicing and accounting we use the services of Fastdata. We share your name, address and residence details and details regarding your order. This data is used for managing sales invoices. Your personal data is sent and stored protected. Fastdata is obliged to maintain confidentiality and will treat your data confidentially. Fastdata does not use your personal data for purposes other than those described above.

## **External sale channels**

### **Marktplaats.nl**

We sell (a part of) our products via the platform of Marktplaats.nl. If you place an order via this platform, Marktplaats.nl will share your order and personal details with us. We use this information to process your order. We treat your information confidentially and have taken appropriate technical and organizational measures to protect your data against loss and unauthorized use.

## **Purpose of data processing**

### **General purpose of the processing of data**

We only use your data for the benefit of our services. This means that the purpose of the processing is always directly related to the assignment you provide. We do not use your data for (targeted) marketing. If you share information with us and we use this information to contact you at a later date - other than at your request - we will ask you explicitly for this. Your information will not be shared with third parties, other than to comply with accounting and other administrative obligations. These third parties are all kept confidential under the agreement between them and us or one legal obligation.

### **Automatically collected data**

Data that is automatically collected by our website is processed with the aim of further improving our services. This information (eg your IP address, web browser and operating system) is not personal data.

### **How do we use this information?**

We use all of the information we have to help us provide and support our Services. Here is how:

- a. remember information so you will not have to re-enter it during your visit or the next time you visit the Service;
- b. provide, improve, test, and monitor the effectiveness of our Service;
- c. monitor metrics such as total number of visitors, traffic, and demographic patterns;
- d. diagnose or fix technology problems;
- e. develop and test new products and features; and

### **How is this information shared?**

We will not rent or sell your information to third parties outside Torenvliet Yamaha Center Amsterdam.

### **Participation in tax and criminal investigation**

In some cases, Torenvliet Yamaha Center Amsterdam can be held on the basis of a legal obligation to share your data in connection with government tax or criminal investigations. In such a case, we are forced to share your data, but we will oppose this within the possibilities that the law offers us.

### **Retention periods**

We keep your information as long as you are our client. This means that we keep your customer profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also consider this as a request for forgiveness. Based on applicable administrative obligations, we need to keep invoices with your (personal) data, so we will keep this data for as long as the applicable period is in effect. However, employees no longer have access to your client profile and documents that we send to you have commissioned.

### **Your rights**

On the basis of the applicable Dutch and European legislation, you as a data subject have certain rights with regard to the personal data that are processed by or on behalf of us. We explain below which rights these are and how you can invoke these rights. In principle, in order to prevent abuse, we will send copies and copies of your data only to your already known e-mail address. In the event that you wish to receive the data at another e-mail address or for example by post, we will ask you to identify yourself. We keep records of completed requests, in the case of a request for forgiveness we administer anonymous data. You will receive all copies and copies of data in the machine-readable data format that we use within our systems. You have the right to file a complaint with the Dutch Data Protection Authority at any time if you suspect that we are using your personal data in the wrong way.

### **Right of inspection**

You always have the right to inspect the data that we process or have processed that relate to your person or that can be traced back to you. You can submit a request to that effect to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data with an overview of the processors who have this data, with the e-mail address known to us, stating the category under which we have stored this data.

### **Rectification right**

You always have the right to have the data that we process or have processed that relate to your person or that can be traced back to this. You can submit a request to that effect to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation that the details have been changed on the e-mail address known to us.

### **Right to restriction of processing**

You always have the right to limit the data that we process or have related to your person or that can be traced back to you. You can submit a request to that effect to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation to the e-mail address known to us that the data until you cancel the restriction will no longer be processed.

### **Right of transferability**

You always have the right to have the data that we process or have processed and that relate to your person or that can be traced back to you, performed by another party. You can submit a request to that effect to our privacy contact person. You will receive a response to your request within 30 days. If your request is granted, we will send you the information known to us e-mail address copies or copies of all data about you that we have processed or processed by us on behalf of us by other processors or third parties. In all probability, we cannot continue the service in such a case, because the safe connection of data files can no longer be guaranteed.

### **Right of objection and other rights**

In such cases, you have the right to object to the processing of your personal data by or on behalf of Torenvliet Yamaha Center Amsterdam. If you object, we will immediately stop the data processing pending the settlement of your objection. If your objection is well-founded, we will make copies and / or copies of data that we process or have made available to you and then permanently discontinue the processing. You also have the right not to be subject to automated individual decision making or profiling. We do not process your data in such a way that this right applies. If you are of the opinion that this is the case, please contact our contact person for privacy matters.

### **Change of control**

If we sell or otherwise transfer part or the whole of Torenvliet Yamaha Center Amsterdam or our assets to another organization (e.g., in the course of a transaction like a merger, acquisition, bankruptcy, dissolution, liquidation), your information collected through the Service may be among the items sold or transferred. The buyer or transferee will have to honor the commitments we have made in this Privacy Policy.

### **Legal requests and preventing harm**

We may access, preserve and share your information in response to a legal request (like a search warrant, court order or subpoena) if we have a good faith belief that the law requires us to do so. We may also access, preserve and share information when we have a good faith belief it is necessary to: detect, prevent and address fraud and other illegal activity; to protect ourselves, you and others, including as part of investigations; and to prevent death or imminent bodily harm. Information we receive about you may be accessed, processed and retained for an extended period of time when it is the subject of a legal request or obligation, governmental investigation, or investigations concerning possible violations of our terms or policies, or otherwise to prevent harm.

### **Safety and security**

Torenvliet Yamaha Center Amsterdam has taken appropriate technical and organizational measures by using the latest technologies to protect your information against loss or unlawful processing. We use safeguards to help keep the information collected through the Service secure. However, Torenvliet Yamaha Center Amsterdam cannot ensure the security of any information you transmit to Torenvliet Yamaha Center Amsterdam or guarantee that information on the Service may not be accessed, disclosed, altered, or destroyed. We request you to do your part to help us. You are responsible for controlling access to emails between you and Torenvliet Yamaha Center Amsterdam, at all times. We are not responsible for the functionality, privacy, or security measures of any other organization.

### **International transfer**

Your information may be transferred to, and maintained on computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction. If you are located outside Netherlands and choose to provide information to us, please note that we transfer the information to The Netherlands. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

### **Retention period**

In accordance with the law, Torenvliet Yamaha Center Amsterdam does not retain data any longer than is required for attaining the purposes for which they were collected.

### **Inspection and correction**

If you wish to know which of your data Torenvliet Yamaha Center Amsterdam has recorded or if you wish to amend or remove data that you cannot amend via your account, please contact Torenvliet Yamaha Center Amsterdam.

### **Third-party applications, websites and services**

We are not responsible for the practices employed by any applications, websites or services linked to or from our Service, including the information or content contained within them. Please remember that when you use a link to go from our Service to another application, website or service, our Privacy Policy does not apply to those third-party applications, websites or services. Your browsing and interaction on any third-party application, website or service, including those that have a link on our Services, are subject to that third party's own rules and policies.

### **Children's privacy**

Our Service does not address anyone under the age of 13 ("**Children**"). We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your Children has provided us with personal information, please contact us. If we become aware that we have collected personal information from a child under age 13 without verification of parental consent, we take steps to remove that information from our servers.

### **Changes to this privacy policy**

We may modify or update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **Right of inspection, corrections, right of objection and right to data portability**

If you wish to inspect your personal data, want to change or delete your data, or if you wish to transfer all or part of your personal data to you or a third party, you can contact Torenvliet Yamaha Center Amsterdam by sending an e-mail to [info@yamahacenteramsterdam.nl](mailto:info@yamahacenteramsterdam.nl) or send a letter to:

Torenvliet Yamaha Center Amsterdam  
Keienbergweg 109  
1101 GG Amsterdam Zuid-Oost

If you object to the way we handle your data, you can submit a complaint to the Dutch Data Protection Authority.

### **Amendments**

Torenvliet Yamaha Center Amsterdam may change or update this privacy policy from time to time. You are therefore advised to consult this privacy policy regularly. Changes to this privacy policy take effect when they are published on our website.

### **Contact**

If you have any questions about this privacy policy, please contact Torenvliet Yamaha Center Amsterdam using the information below:

### **TORENVLIT YAMAHA CENTER AMSTERDAM**

Keienbergweg 109  
1101 GG Amsterdam Zuid-Oost  
The Netherlands

**T** +31(0)20-6737791

**E** [info@yamahacenteramsterdam.nl](mailto:info@yamahacenteramsterdam.nl)

### **Contactperson for privacy matters:**

Berry Torenvliet