

Privacy Statement We Make It Work B.V. (Art Heroes) customers and visitors

Privacy-sensitive data or personal data are processed through our webshop. We Make It Work BV considers careful handling of personal data of great importance. We use the utmost care when processing and securing personal data.

- In our processing, we adhere to the requirements of privacy legislation. This means, among other things, that:
- we clearly state the purposes for which we process personal data. We do so through this privacy statement;
- we limit our collection of personal data to only those personal data necessary for legitimate purposes;
- we first request express consent to process your personal data in cases where this is required;
- we take appropriate security measures to protect your personal data and also require this of parties who process personal data on our instructions;
- we respect your right to inspect, correct or delete your personal data at your request.
- We Make It Work BV is the controller. In this privacy statement, we explain what personal data we collect and use and for what purpose. We recommend that you read this privacy statement carefully.

This privacy statement was most recently amended on 10-03-2024.

Use of personal data. When using our webshop, we obtain certain data from you. This may include personal data. We store and use only the personal data that is provided directly by you, in the context of the service requested by you, or the personal data of which it is clear at the time of provision that it will be provided to us for processing.

We use the following data for the purposes specified in this privacy statement:

- name and address details
- Telephone number
- Invoice address
- E-mail address
- Payment details
- IP address
- Registration

Some parts of our webshop require prior registration. After registration, we will store the personal data provided by linking it to your user name. We store this data so that you do not have to enter it each time and so that we can contact you in connection with the performance of the contract.

We will not provide the data linked to your user name to third parties unless this is necessary within the framework of the performance of the contract you have concluded with us or if this is required by law. If we suspect fraud or abuse of our webshop, we may provide personal data to the competent authorities.

Order processing

When you place an order with us, we use your personal data for the processing of your order. If necessary for proper processing, we may also provide your personal data to third parties. More information on this can be found further down in this privacy statement.

Advertising

In addition to the information on our website, we can also inform you of our new products and services:

- by post
- by email

- by social media
- by telephone

Contact form and newsletter

Through our webshop, we offer the possibility for you to ask questions by means of a contact form, where you are asked to fill in various details in order for us to process your question. You choose which details to provide. The data you provide us with are stored for as long as necessary to fully answer and process your question, given the nature of the form or the content of your e-mail.

We offer a newsletter in which we inform interested parties about our products and/or services. Every newsletter contains an unsubscribe link. Your e-mail address will automatically be added to the list of subscribers.

Publication

We do not publish your customer data.

Advertisements

Our webshop does not display advertisements.

Provision to third parties

We may pass on your data to our partners. These partners are involved in the performance of the contract.

Cookies

Our webshop uses cookies. Cookies can also be placed by third parties engaged by us.

When you visit our online store for the first time, you will be shown a notice explaining why we use cookies and asked to choose which cookies you want to accept.

You are free to disable cookies via your browser. Please note that our website may not function optimally if you do so.

We have made agreements with third parties who place cookies regarding the use of the cookies and applications. However, we do not have full control over what the providers of these applications do with the cookies when they read them. For more information about these applications and how they deal with cookies, please see the privacy statements of these parties (please note that these can change from time to time).

Google Analytics

We use Google Analytics to track how visitors use our webshop. We have concluded a processing contract with Google in which we have made arrangements on how to handle our data. Furthermore, we have not authorised Google to use the Analytics information obtained for other Google services and we have anonymised the IP addresses.

Security

We take security measures to limit misuse of and unauthorised access to personal data. In particular, we take the following measures:

Access to personal data is protected with a username and password

We use secure connections (Secure Sockets Layer or SSL) which shield all information between you and our website when you enter personal data

Retention periods

The personal data described above are stored for as long as necessary to process your orders, including warranty. Afterwards, we store data for up to one year for the statistical purposes described.

The data are then deleted, unless there is a legal obligation to store them for a longer period of time (such as the seven-year fiscal retention obligation for payment data).

Websites of third parties

This privacy statement does not apply to websites of third parties that are affiliated to our webshop via links. We cannot guarantee that these third parties will handle your personal data in a responsible and secure manner. We recommend that you read the privacy statements of these websites before using them.

Changes to this privacy statement

We reserve the right to modify this privacy statement. We recommend you to consult this privacy statement regularly so that you are aware of these changes.

Viewing and amending your data

If you have questions regarding our privacy policy, or questions regarding accessing, amending or deleting personal data, you can contact us at any time via the details stated below.

You can also send us a request to access, amend or delete this data. You can also request a data export for data that we use with your consent, or send us a substantiated request to restrict the processing of your personal data.

To prevent abuse, we may ask you to identify yourself adequately. If you want to access personal data linked to a cookie, you must send a copy of the cookie in question with your request. You can find this in the settings of your browser. If the data is incorrect, you can ask us to amend or delete it.

Dutch Data Protection Authority

Of course, we are ready to assist you if there are any complaints about the processing of your personal data. Based on the privacy legislation, you also have the right to file a complaint with the Dutch Data Protection Authority against this processing of personal data. In that case you can contact the Dutch Data Protection Authority.

Contactgegevens

We Make It Work BV
Bingerweg 8
2031AZ Haarlem
info@artheroes.com
+31(0)23-2052244