

Privacy Policy

Welcome to the Chemponics website: www.chemponics.com. This privacy policy outlines how we collect and handle your information. Your privacy is crucial to us, and we treat your data with the utmost care, ensuring its security. If you have any questions or would like to inquire about the information we hold about you, please reach out to us.

We may update this privacy policy as needed, so we recommend checking it regularly to stay informed about any changes. This privacy policy was last modified on December 15, 2023.

Contents

1. When does this privacy policy apply?
2. Who processes your data?
3. Whose data do we process?
4. How do we obtain your data?
5. What data of yours do we use?
6. For what purposes do we use your data?
7. How long do we retain your data?
8. With whom do we share your data?
9. Where do we store your data?
10. How secure is your data with us?
11. What are your rights?
12. Applicable rules to this privacy policy
13. Which cookies do we use?
14. How do we handle data of minors?
15. Questions about this privacy policy?

1. When does this privacy policy apply?

This privacy policy applies to all personal data processed by us and to all associated domains. It encompasses the personal data of anyone who has interacted with us or visited our website, including visitors, customers, and business contacts. Personal data includes information that can identify you, such as your name, telephone number, IP address, customer number, or browsing behaviour. For more information about personal data, please refer to the Dutch Data Protection Authority's website.

2. Who processes your data?

Chemponics is responsible for the website www.chemponics.com and, therefore, the organization accountable for processing your personal data, as described in this privacy policy. Our full details are:

Chemponics B.V.
Munthof 12
2215VE Voorhout
KVK number: 81222041

3. Whose data do we process?

We process the personal data of everyone who has had contact with us or visited our website, including visitors, private customers, business customers, and contact persons of our partners.

4. How do we obtain your data?

We receive data directly from you when you:

- Fill in data on our website.
- Contact us by mail, telephone, or other means.

5. What data of yours do we use?

We use the following data:

- Name
- Address or business address
- Delivery address
- Email address
- Telephone number
- Payment details

6. For what purposes do we use your data?

We only use your personal data for purposes for which we are authorized, including:

- Having received your permission to use your personal data.
- Providing you with the best customer service.
- Any data needed for the fulfilment of an agreement. Examples of such scenarios include:

Product or Service Delivery:

If you purchase a product or service from Chemponics, we need your personal and business data (such as delivery address and contact information) to fulfil the agreement by delivering the product or providing the service to the specified location.

Payment Processing:

When you make a purchase, we require personal data, including payment details, to process transactions and fulfil the financial aspects of the agreement.

Subscription services:

For subscription-based services, we may collect and use personal data to manage your subscription, provide regular updates, and ensure continuous access to the subscribed services.

Customer Support and Communication:

To address your inquiries, provide customer support, and keep you informed about the products or services you've acquired, we may need your contact information and details related to your inquiry.

Customization and Personalization:

If our services offer customization or personalization features, we may use personal data to tailor the experience according to your preferences and requirements as agreed upon.

Contractual Agreements:

In some cases, there might be specific contractual agreements that require the collection and processing of personal data to meet the terms outlined in the agreement.

Warranty and Support Services:

If a product or service comes with a warranty or support services, we may need personal data to verify eligibility, provide support, and fulfil our obligations under the warranty or support agreement.

Event Participation:

If you register for an event organized or attended by Chemponics, we may collect personal information to manage your participation, communicate event-related information, and ensure a smooth event experience.

7. How long do we retain your data?

We keep your personal data for as long as required by law and as necessary for the intended purpose. For instance, during your tenure as our customer, we retain your data according to the seven-year statutory retention period. Afterward, we keep your data for statistical purposes and to address any complaints or legal matters. For details on how long we store specific data about you, please contact us.

8. With whom do we share your data?

We may share your personal data with others only if:

- We have obtained your permission to use your personal data.
- Or if it is needed for the fulfilment of an agreement.

9. Where do we store your data?

We process your data within the European Economic Area, meaning that we store your data within the EEA. For any inquiries about this, please feel free to contact us.

10. How secure is your data with us?

We have implemented organizational and technical measures to protect your data. Our systems and communication channels are secured to prevent unauthorized access. Your data is accessed only by individuals with our explicit permission. If you have questions about our specific security measures, please contact us. When sharing your data with others, they are obligated to treat it with the same care as we do. If you observe otherwise, please inform us.

11. What are your rights?

As we use your personal data, you have various rights, including:

Right to information:

We must transparently explain what we do with your data and what control you have over it.

Right to access:

You may request to view the data we hold about you.

Right to correction:

You can ask us to correct your data if it is incorrect or incomplete.

Right to object:

You can object to the processing of your data, particularly for direct marketing purposes.

Right to data portability:

If you are a customer or have given permission for the use of your data, you may request the digital data we have about you.

Right to restriction:

You can request to limit the use of your data.

Right to be forgotten:

You can ask us to delete all data we have about you, subject to legal requirements.

Right to submit a complaint:

You can submit a complaint about how we handle your data. If necessary, you can escalate it to the Dutch Data Protection Authority or the relevant court.

How to submit a request or complaint:

You can submit your request or complaint by sending an email or using the contact form on our website. We process every request or complaint within 30 days. If you submit multiple applications or complaints or if you submit a complex request or complaint, this may take more time. In that case, we will contact you within 60 days at the latest. We may ask you to identify yourself by submitting certain information to ensure that you are the correct person.

12. Applicable rules to this privacy policy :

Our privacy policy adheres to the Dutch General Data Protection Regulation and general rules under Dutch law.

13. Which cookies do we use?

We respect our visitors to our website and hold their privacy in the highest regard. Chemponics does not use tracking and/or analytical cookies. We only use functional cookies strictly necessary for the correct functioning of our website.

14. How do we handle data of minors?

We do not target minors with our website or as an organization. If you are under 18, you must obtain permission from a parent or guardian to use our website.

15. Questions about this privacy policy?

If you have any questions about our privacy policy, please feel free to contact us by sending an email or using the contact form on our website. We are here to help.