

PRIVACY STATEMENT

Care Concepts B.V., with registered office at De Reulver 108, 7544 RT Enschede, the Netherlands, is responsible for the processing of personal data as set out in this privacy statement.

Contact details:

www.careconcepts.nl

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The Netherlands
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Gerrit Abbink is the person authorised to deal with Data Protection matters. He can be reached by phone at +31-(0)53-4769791 and by e-mail at gerrit@buttonbossgroup.com.

Nina Kasifa is the contact person for Data Protection matters. She can be reached by phone at +31-(0)53-4769791 and by e-mail at nina@buttonbossgroup.com.

The personal data that we process

Care Concepts B.V. processes your personal data by virtue of the fact that you use our services and/or because you have provided us with these data yourself.

Here is a list of the personal data that we process:

- company name
- first name and surname
- business address information
- business phone number
- business e-mail address

For what purpose and on what basis do we process personal data?

Care Concepts B.V. processes your personal data for the following purposes:

- to process your enquiry and/or order;
- to settle your payment;
- to send you our digital newsletter and/or catalogue;
- to inform you about changes to our products and services;
- to deliver goods and services to/at your premises;

Care Concepts B.V. also processes personal data when we are under a statutory obligation to do so, these data including information that we need in order to submit our tax returns.

Automated decision-making process

Care Concepts B.V. does not take any decisions that are based on automated processing of information that could have (significant) consequences for persons. This refers to those decisions that are taken by computer programmes or computer systems without the intermediation of a person (such as an employee of Care Concepts B.V.).

How long do we retain personal data?

Care Concepts B.V. does not retain your personal data for longer than is strictly necessary to achieve the purposes for which your data were collected. We use the following retention period for the category of data that is 'Personal data': 10 years.

The 'Personal data' category of data that Care Concepts B.V. processes includes all personal data as described in the section 'The personal data that we process'. These personal data of each partner company will be retained for a period of up to 10 years starting from the date when the agreement is no longer valid, this in order to comply with the statutory obligations set out in the agreement.

Sharing personal data with third parties

Care Concepts B.V. does not sell your data to third parties and only provides these data to them if it is necessary to do so for the performance of our agreement with you or to comply with a statutory obligation. We enter into a processor's agreement with the companies that process your data on our instructions in order to ensure that the same level of protection and confidentiality is still maintained for your data. Care Concepts B.V. remains responsible for this processing.

Digital newsletters

We utilise the services of Mailcamp B.V., which is a third party that handles all the dispatching of our newsletters. Mailcamp will never use your name and/or e-mail address for its own purposes. At the bottom of each newsletter you will find an 'unsubscribe' link. If you click on this then you will not receive any more newsletters from us. Your personal data will be protected when it is stored by Mailcamp. Mailcamp uses cookies and other Internet technologies to find out whether e-mails have been opened and read. Mailcamp reserves the right to use your data to further improve its services and in that context share information with third parties.

Viewing, modifying and deleting data

You have the right to view, correct and delete data. You also have the right to withdraw any consent you have given for the data processing, as well as to lodge an objection to the processing of your personal data by Care Concepts B.V. You also have the right to data transferability. This means that you can ask us to send the personal data that we hold on you in a computer file either to yourself or to another organisation that you name.

You can submit a request to view, correct, delete or transfer your personal data, or a request to withdraw your consent for or lodge an objection to the processing of your personal data to the following e-mail address: nina@buttonbossgroup.com.

In order to be sure that your request to view etc. was submitted by you, we ask you to include a copy of your identity document with your request. In this copy, conceal your passport photo, the MRZ (machine-readable zone, which is the strip of numbers at the bottom of the passport page), your passport number and your BSN (*Burgerservicenummer*, i.e. citizen service number). This is to protect your privacy. We will respond to your request as soon as possible and in any case within 30 days at the latest.

Care Concepts B.V. also wishes to draw your attention to the fact that you have the option of lodging a complaint with the national supervisory authority, the Dutch Data Protection Authority (known as the AP/Autoriteit Persoonsgegevens). You can do this using the following link: <https://autoriteitpersoonsgegevens.nl/en/contact-dutch-dpa/contact-us>

How we protect personal data

Care Concepts B.V. takes the protection of your data very seriously and has already put appropriate measures in place – including a virus scanner and firewall – to combat misuse, loss, unauthorised access and amendment and inappropriate disclosure.

Amendments to our privacy policy

We reserve the right at all times to amend our privacy policy. You can find the most recent version of it on our website, www.careconcepts.nl.