

PRIVACY STATEMENT

Conec Care

Here you will find the privacy statement of Conec Care. It describes how your personal data collected by Conec Care are handled.



00 Introduction

This privacy statement tells you everything about how your personal data is collected and how it is handled. It explains where your data are stored and for what purposes your data are stored. In addition, you will find all your rights with respect to your data and how you can exercise these rights.

The privacy statement will sometimes be modified by, for example, changes in the law or choices made by the company. It is therefore advisable to consult the statement periodically.

Jos Janssen, Conec Care

Inhoud:

- 00 Introduction, p 1
- 01 Conec Care, p 2
- 02 Purpose of data, p 2
- 03 Receivers, p 3 and 4
- 04 External sales channels, p 4
- 05 Cookies, p 4
- 06 Storage period, p 5
- 07 Security, p 5
- 08 Your rights, p 5 and 6
- 09 Obligations, p 6

01 Conec Care

You are currently reading the privacy statement of Conec Care. Conec Care sells and rents out care aids. We are located in the east of the Netherlands, but operate nationwide and for some products even European.

There are situations in which your data are collected by Conec Care. It is therefore good that you know what is done with it and how you can indicate your wishes regarding your data. That is the subject of this statement.

If you do not feel comfortable with the use of your data by Conec Care, please contact us!

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Hondiusstraat 28L | 6827 DE | Arnhem
Netherlands
VAT Nr: NL8616.24.580.B.01 | KVK Nr.: 80306055

Conec Care is the private company Conec Care BV.

02 Purpose of data

Personal data is collected by Conec Care for a number of purposes. These are explained below.

01. Personal contact

We like to know our (potential) customers by name. That helps us with a personal approach.

This includes a phone number and email address. That way we can call you for the best advice. And any information will be sent to you by email.

02. Order processing

If you purchase a product or service from us, we will of course need your full name and address to deliver the product or service properly. Your telephone number and e-mail address are also required, so that we can communicate with you efficiently after you have placed your order.

In some cases, we need to have access to personal data such as gender, height, weight, age and possibly even some medical data to give you the right advice.



03. Registration (medical) products

With some products, it is very important to be able to find out who bought the product in question. Therefore, we link your name and contact details to the serial number of the relevant product. In case the manufacturer requests us to warn you about certain problems or to make necessary adjustments, we can do so. For warranty purposes, the date of purchase is important.

04. Google Analytics

The website of Conec Care collects your data to improve the website. This is done with Google analytics. This data is anonymous and is therefore not linked to your personal data. This includes information such as the duration of your website visit or the pages you visit.

05. Financial administration

Your personal data will be linked to your purchase and archived as such for our own use, for accounting purposes and for tax purposes.

All data is only processed with your explicit consent or for the execution of the agreements entered, or because processing is necessary to put you in contact with potential relations and/or contractors.

03 Receivers

The data received and processed by Conec Care is managed by means of:

01. Conec Care

The data that we record and store ourselves is kept in a secure cloud storage.

02. Office 365

The forms from and e-mails to the domain coneccare.com are processed and hosted at Office 365. If you contact us via the forms and e-mails from inogen-one.es, inogen-one.eu, inogen-one.fr, inogen-one.it and inogen-one.nl, these messages are forwarded to info@conec.care and therefore also hosted on Office 365.

03. Chemicloud

The Web site and Web site backups are hosted at Chemicloud. Any data you leave on the Conec Care website are stored on Chemicloud's servers.

04. Woocommerce

Our web site was developed using Woocommerce software. Woocommerce uses the personal data you provide only to complete the order.

Woocommerce shares this information, other than with Conec Care, only with third parties if the third party is necessary to complete the order in question.

05. Mollie and pay.nl

For the processing of payments in our webshop, we make use of the services of Mollie and pay.nl. They process your name, address and residence data and your payment data such as your bank account or credit card number. Mollie and pay.nl have taken appropriate technical and organisational measures to protect your personal data.

Mollie and pay.nl reserve the right to use your data to further improve services and in this context (anonymously) share data with third parties. All guarantees mentioned in this privacy statement about protection of your personal data mentioned in this privacy statement also apply to those parts of the services of Mollie and pay.nl for which they engage third parties. In addition, they will not retain your data any longer than is legally permitted.

06. Courier companies

If you place an order with us, it is our task to have your order delivered to you. In cases where we do not do this ourselves, we use a courier company. In most cases, this will be TNT or Fedex, but it is also possible that one of the other companies will oversee the delivery. It is therefore necessary for us to share your name, address and contact details with this carrier. They will only use this data for the execution of the agreement. If a subcontractor is used, the carrier we have selected also makes your data available to these parties.

07. WebwinkelKeur

We collect reviews through the platform of WebwinkelKeur. If you leave a review through WebwinkelKeur, you are required to provide a name and email address.

WebwinkelKeur shares this information with us, so that we can link the review to your order. WebwinkelKeur will also publish your name on their own website. In some cases, WebwinkelKeur may contact you to explain your review. If we invite you to leave a review, we share your name and email address with WebwinkelKeur. They use this information only to invite you to leave a review.

WebwinkelKeur has taken appropriate technical and organizational measures to protect your personal information. WebwinkelKeur reserves the right to use third parties for the provision of services, for this we have given permission to WebwinkelKeur. All the above-mentioned guarantees regarding the protection of your personal data are also applicable to the parts of the service for which WebwinkelKeur engages third parties.

08. Mailchimp

We send our e-mail newsletters with MailChimp. MailChimp will never use your name and email address for its own purposes. At the bottom of every e-mail which is sent automatically via our website you will see the 'unsubscribe' link. You will then no longer receive our newsletter. Your personal data are stored securely by MailChimp. MailChimp uses cookies and other Internet technologies that make it possible to see whether emails are opened and read. MailChimp reserves the right to use your data for further improvement of the service and as part of this to share information with third parties.

09. Accounting and order processing

To keep our records and accounts, we use the services of BAA. In that case, we share your name (and possibly your address and residence details) and details regarding your order. These details are used to administer sales invoices. Your personal data will be transmitted and stored securely.

For order processing, we use ERP software from Lipronics. BAA uses Exact and both BAA, Lipronics and Exact have taken the necessary technical and organizational measures to protect your data against loss and unauthorized use.

BAA, Exact and Lipronics will not use your personal data for other purposes than described above.

10. Suppliers

For the direct delivery of your order by the supplier, for registration of your purchase with the manufacturer and in case of warranty we may share your data with our suppliers.

04 External sales channels

We sell (part of) our products (possibly) through external sales channels. For example, marktplaats.nl, tweedehand.be, bol.com, Ebay, Amazon and alternatives.

If you place an order or contact one of these external parties, this platform shares your order and personal data with us. We use this information to process your order. We treat your data confidentially and have taken appropriate technical and organisational measures to protect your data from loss and unauthorised use.



05 Cookies

A cookie is a small text file that is sent with the pages of a website and stored by the browser on your computer, tablet or phone. We use cookies to offer you better service when you visit our websites, which are therefore easier to use.

For example, cookies make sure that what you put in the shopping cart is saved. Cookies also enable us to see how often our websites and which pages are viewed by visitors.

You must first give permission for certain cookies to be used. Such consent is not required if and insofar as technically necessary (functional) cookies and analytical cookies are concerned. In the sense of the applicable legislation, such as Article 11.7a paragraph 3 of the Telecommunications Act and the ePrivacy Regulation. You can always withdraw your permission for cookies by changing your internet settings. More information about enabling, disabling and deleting cookies can be found in the Help function of your browser.

06 Storage periods

We will retain your data for as long as you are a customer of ours. This means that we will 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 to be a request for forgetting. Pursuant to applicable administrative obligations, we must retain invoices containing your (personal) data. We will therefore keep this data for as long as the applicable term lasts. However, employees no longer have access to your customer profile and documents that we have produced as a result of your instructions.

01. Google Analytics

The data collected by Google Analytics on the website is anonymous, i.e. not linked to your name, company or e-mail address. This data is stored indefinitely within Google analytics.

07 Security

No physical copies of your personal data are made. Your data is only managed in the aforementioned systems and software.

The personal data that are managed by Conec Care or by the aforementioned third parties, are only accessible via the aforementioned software and are secured with a password and, where possible, with two-step verification.

With this two-step verification, a code is generated from the software and sent to Conec Care. This code must be used during the insertion process.

The devices that access your data are each also locked with a password and/or fingerprint/FaceID. The number of devices that have access to your data is limited to only those required. In addition, your visit to our website is secured by an SSL certificate. This means that your connection to the Conec Care website is private. You can recognise this security by the padlock in front of the URL.



08. Your rights

01. Right of access

You have the right to request your data recorded and stored at Conec Care at any time. You can do this by sending an e-mail or contacting Conec Care by telephone. You will then receive an overview of your data.

02. Right of rectification

Is your data incorrect? Or have your details changed? You have the right to have this corrected by Conec Care.

03. Right to transfer

If you need the data stored at Conec Care in case you switch to another party or service, you have the right to transfer. In doing so, Conec Care shall transfer all your data to the other party.

04. Right to erasure of data

Do you no longer want your data to be stored by Conec Care? Then you have the right to have your data deleted.

05. Right to lodge a complaint

You have the right to lodge a complaint with the Data Protection Authority, if you feel that Conec Care is not handling your data correctly. This can be done via this link.

06. Right to stop data use (objection) Do you not want Conec Care to use your data? Then you have the right to stop the use of your personal data. You can exercise these rights by sending a copy of your ID card to info@conec.care.

The passport photo, the numbers at the bottom of the passport, id-certificate number and BSN are made unreadable. We aim to respond within one week.



09. Obligations

Conec Care processes personal data on the basis of a legitimate interest, namely a commercial interest. For example, requesting services or products of Conec Care by e-mail. Your data will never be sold to third parties. The data that are required to be supplied are the minimum data necessary for offering the services or products. For example, your contact details are necessary in order to provide you with the best possible advice and your address is necessary in order to deliver the product (or have it delivered) to the right place. If these mandatory details are not provided, Conec Care cannot offer the service in question.

Should it be necessary to share data you have shared with Conec Care with parties other than those listed above (for example, to offer a service), your consent will be sought first.

Conec Care reserves the right to disclose the data when required by law or when Conec Care deems it justified to comply with a legal request/procedure or to protect the rights, property or safety of Conec Care. We will always try to respect your right to privacy as much as possible. Do you still have questions? Please contact us via the contact details below.

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