



Privacy statement

We understand that your privacy is important and that you want to safeguard it. Obviously you expect the same of us. We respect your privacy, and handle the personal information you provide to us confidentially and with care. Concorde Plants processes personal and other data in accordance with the applicable legislation. Your data is always your property, and you can ask us to amend or delete your data at any time.

This privacy statement explains how we use and protect your data. By providing your personal data to Concorde Plants, you agree that we can use your data in accordance with this privacy statement.

Concorde Plants, with registered office at Mariëndijk 32b, 2675 SW Honselersdijk, is the controller for the processing of personal data as set out in this privacy statement.

CONTACT INFORMATION

Establishment: Concorde Plants BV
Mariëndijk 32b
2675 SW Honselersdijk
T +31(0)174 – 626 222
I www.concordeplants.nl
E info@concordeplants.nl

PERSONAL DATA THAT WE PROCESS

Concorde Plants processes your personal data as a result of you making use of our services and/or because you provide this data to us yourself. A list of the personal data that we process is given below:

- First name and/or surname
- E-mail address
- Other personal data that you actively provide, e.g. by subscribing to our newsletter, in correspondence and by telephone
- Data about your activities on our website via Google Analytics and Facebook Pixel
- Data about the orders that you have placed with us (if you are a customer with us)

We do not process any special and/or sensitive personal data.

Concorde Plants processes your personal data for the following purposes:

- To send our newsletter and/or mailshots
- To be able to call or e-mail you if this is required in order to provide our service
- To inform you about changes to our services and products
- To deliver goods and services to you
- Concorde Plants analyses your behaviour on the website in order to be able to improve the website and match the products and services offered to your preferences

RETENTION PERIOD

Concorde Plants will not retain your personal data for longer than is strictly necessary in order to achieve the purposes for which your data is collected. We apply the following retention periods for the following personal data:

- We retain your personal data for as long as you are a customer with us and place orders
- We retain your personal data in order to provide you with information via our newsletter and/or mailshots until you unsubscribe from our newsletter and/or mailshots.

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SHARING PERSONAL DATA WITH THIRD PARTIES

Concorde Plants will not sell your data to third parties and only shares it if this is necessary for the execution of our contract with you or in order to comply with a legal obligation. We conclude a processor agreement with companies that process your data on our behalf in order to ensure the same level of security and confidentiality for your data. Concorde Plants remains responsible for this processing.

COOKIES OR COMPARABLE TECHNOLOGY THAT WE USE

Concorde Plants only uses technical and functional cookies, as well as analytical cookies that do not breach your privacy. A cookie is a small text file that is saved on your computer, tablet or smartphone when you first visit this website. The cookies that we use are necessary for the technical working of the website and your user convenience. They ensure that the website works properly and remember your preference settings, for example. They also enable us to optimise our website. You can refuse cookies by setting up your Internet browser so that it no longer stores cookies. You can also delete all information saved previously through your browser's settings.

ACCESSING, MODIFYING OR DELETING DATA

You have the right to view, correct or delete your personal data. You also have the right to retract your permission for the data processing or object to the processing of your personal data by Concorde Plants, and you have the right to data portability. That means that you can submit a request to us to send the personal data about you that we have to you or another organisation specified by you in a computer file.

You can send a request for access, correction, deletion or transfer of your personal data or a request to retract your permission or object to the processing of your personal data to info@concordeplants.nl.

In order to ensure that the request for access has been made by you, we would ask you to attach a copy of your proof of ID with the request. Please obscure your passport photo, MRZ (machine readable zone, the strip of numbers at the bottom of the passport), passport number and Citizen Service Number (BSN) on this copy. This is to protect your privacy. We will reply to your request as soon as possible, and certainly within four weeks.

Concorde Plants would also draw your attention to the fact that you can submit a complaint to the national regulator, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). This can be done using the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

HOW WE SECURE PERSONAL DATA

Concorde Plants takes the protection of your data seriously and takes appropriate steps to prevent misuse, loss, unauthorised access, unwanted publication and unauthorised modification. If you feel that your data is not properly protected or there are indications of misuse, please contact our customer service or e-mail info@concordeplants.nl.

ANY QUESTIONS?

If you have a question about this privacy statement or the protection of your personal data, please e-mail info@concordeplants.nl and we will answer your question as soon as possible, and definitely within four weeks.

AMENDMENTS TO THIS PRIVACY STATEMENT

Concorde Plants reserves the right to amend this privacy statement. That may be necessary if the way in which we collect data changes, or if there is a change in the law.

This privacy statement was most recently amended in April 2023.