

## Privacy statement Boatwish

### Introduction

Boatwish takes your privacy very seriously and shall handle your personal data with the utmost security and care. In this Privacy Statement you will learn how we handle your data as well as learn about your rights concerning our processing of your data. We advise that you read this Privacy Statement thoroughly. Should you have any questions or remarks, please contact us at [info@boatwish.nl](mailto:info@boatwish.nl)

### Who is Boatwish?

Boatwish is the company, with registered office at (5263EA) Vught listed at the Traderegister of the Dutch Chamber of Commerce under 17132532.

Boatwish is as the controller ultimately responsible with regard to the processing of your personal data.

Boatwish has appointed a data protection officer. You may contact

M.Mol at [info@boatwish.nl](mailto:info@boatwish.nl)

How does Boatwish use your personal data?

Underneath you will find an overview of the purposes for the processing of your personal data. You will also find a specification of which data Boatwish uses for that specific purpose, the legal justification, and the amount of time Boatwish keeps this data. For clarity's sake, we have behavior1ed the purposes.

#### *Services, customer management and financial administration*

Purpose: Financial administration

Information: Company name, Billing address, Bank details, Outstanding balance

Legal basis: Legal obligation

Storage period: As long as necessary for this purpose

Purpose: Order Management

Information: Home address, Delivery address, Billing address, Email, Phone, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Handling complaints

Information: Home address, Delivery address, Billing address, Email, Phone, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Invoicing

Information: Home address, Delivery address, Billing address, Email, Phone, Payment information, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Services

Information: Home address, Email, Customer file data, Financial data, Data necessary to provide the service, Data generated by the service

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Handling complaints

Information: Home address, Email, Customer file data, Financial data, Data necessary to provide the service, Data generated by the service

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Invoicing

Information: Home address, Email, Customer file data, Financial data, Data necessary to provide the service, Data generated by the service

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: CRM

Information: Name, Email, Location, Social media account, Browser, User ID, Phone, Profile photo

Legal basis: Legitimate interests

importance: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Job application

Information: Name, Email, Location, Social media account, Browser, User ID, Phone, Profile photo

Legal basis: Legitimate interests

importance: Commercial interests

Storage period: As long as necessary for this purpose

### *Marketing*

Purpose: Direct marketing

Information: Name, Home address, Email, Phone, Click behavior, Online behavior, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Newsletter

Information: Name, Home address, Email, Phone, Click behavior, Online behavior, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Retargeting

Information: Name, Home address, Email, Phone, Click 5behavior, Online 5behavior, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Social media marketing

Information: Name, Home address, Email, Phone, Click 5behavior, Online 5behavior, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Behavioural targeting

Information: Name, Home address, Email, Phone, Click 5behavior, Online 5behavior, Interest in a product, Social media account, User ID, Order history, Billing address Legitimate interests

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

*Website*

Purpose: Website analytics

Information: Online behavior, Location

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: A/B testing

Information: Online behavior, Location

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Account

Information: Name, Address, Email, Username, Password, User ID, Message content

Legal basis: Consent

Storage period: As long as necessary for this purpose

Purpose: Submitting reviews or messages

Information: Name, Address, Email, Username, Password, User ID, Message content

Legal basis: Consent

Storage period: As long as necessary for this purpose

Purpose: Chat feature

Information: Name, Address, Email, Username, Password, User ID, Message content

Legal basis: Consent

Storage period: As long as necessary for this purpose

#### *Security and fraud prevention*

Purpose: Camera surveillance

Information: Security video footage, Security photo footage, Photos, Phone, Password, Credit score, Professional activities, Agreements and settlements, IBAN number, Name, Address, Social security number

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: ID verification

Information: Security video footage, Security photo footage, Photos, Phone, Password, Credit score, Professional activities, Agreements and

settlements, IBAN number, Name, Address, Social security number

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: data security

Information: Security video footage, Security photo footage, Photos, Phone, Password, Credit score, Professional activities, Agreements and settlements, IBAN number, Name, Address, Social security number

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Credit check

Information: Security video footage, Security photo footage, Photos, Phone, Password, Credit score, Professional activities, Agreements and settlements, IBAN number, Name, Address, Social security number

Legal basis: Legitimate interests

Interest concerned: Commercial interests



Storage period: As long as necessary for this purpose

#### *Research and Development*

Purpose: Market research

Information: Lifestyle, Online Behavior, Home address, Email, Phone, Behavioural data

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

#### **How did we obtain your personal data?**

Boatwish has obtained your data because you have provided this data to us. .

#### **What are your rights?**

Under the European General Data Protection Regulation you have a number of rights with regard to your data and the processing thereof:

##### **Access**

You may access your personal information and make any necessary changes in your account. If you would like to see which personal data Boatwish has obtained about you, you may exercise your right of access by submitting a request to Boatwish.

##### *Making changes*

If you wish to make changes to the personal information that you have seen as a result of a request for access and you are unable to make the changes yourself in your account, you may request that Boatwish makes these changes for you. You may request that Boatwish modifies, corrects, supplements, erases or shields your information.

### *Restriction of processing of personal data*

You also have the right, under certain conditions, to ask Boatwish to restrict the processing of your personal data.

### *Right to object*

If processing of your data takes place on the grounds of 'legitimate interest' by Boatwish or a third party, you have the right to object to that processing.

### *Portability of data*

You have the right to obtain your personal data from Boatwish. Boatwish will provide this in a structured and commonly used format, which can easily be opened using commonly used digital systems.

### *Automated processing*

Whenever a decision about you is taken that is completely based on automated processing of your personal data, you have the right to request that that decision be re-evaluated by a person. You may at all times let us know your position on that decision or let us know that you do not agree with our decision.

### *Withdrawing consent*

When the legal basis for a particular processing is your explicit consent, you have the right to withdraw that consent. This does not affect past processing, but does mean that we will no longer be allowed to process this data in the future. It may also result in Boatwish no longer being able to provide you with certain services.

### *Response from Boatwish*

A request can be sent to

Boatwish will comply with your request as soon as possible and in any case no later than one (1) month after Boatwish has received such a request. If Boatwish rejects your request, we will indicate in our reply why the request was rejected.

### *Recipients of your personal data*

Your data may be transmitted to:

- Data processors

- Parties that are involved in the execution or fulfilment of an agreement between you and Boatwish
- External consultants

It is possible that Boatwish is required to submit your data to a third party, for example to fulfil a legal obligation.

### **Transfer to third countries or international organisations**

It may be necessary, for instance for technical and operational reasons, to transfer your (personal) data to affiliates of Boatwish located outside the European Economic Area. Due to the possibility that the regulations in the area of privacy protection do not offer the same protection as within the European Economic Area, Boatwish will use the Privacy Shield or the EU Model Clauses to protect your privacy as much as possible. If that is not possible, Boatwish will ask your consent to transfer your (personal) data to countries that do not maintain an adequate protection level. You may withdraw your consent at any time.

### **Automated Decision Making**

Boatwish can use automated decision-making processes based on your data, when you have given us permission to do so. It is possible that, based on your profile, we approach you in a targeted manner with relevant offers.

### **What are cookies and how does Boatwish use them?**

Cookies are small pieces of (text) information that are sent to your browser when you visit the website of Boatwish and then stored on the hard disk or in the memory of your device. The cookies placed via Boatwish website cannot damage your device or the files stored on it. With 'cookies', we also mean comparable techniques collecting information, such as device fingerprinting.

### **Can changes be made to this Privacy Statement?**

This Privacy Statement is subject to changes. We therefore advise you to regularly read the Privacy Statement for any such changes.

### **Questions, remarks, and complaints**

If you have any questions regarding this Privacy Statement or the way in which Boatwish uses your data, you can send an e-mail to [info@boatwish.nl](mailto:info@boatwish.nl) you have a complaint about the way your data is processed, please send an email to

[info@boatwish.nl](mailto:info@boatwish.nl) Furthermore, you always have the right to contact the competent national data protection authority. In The Netherlands, this is the Autoriteit Persoonsgegevens.