

Privacy Policy V1.0 11-23-2024

If you order something, we need your information to ensure that we can deliver your order. But we handle your personal data with care. We take care of them and keep them safe. If you have any questions after reading our privacy policy, please feel free to contact us at:

info@jacobussolutions.com

This privacy policy may change from time to time if new developments give reason to do so. We recommend that you consult the privacy policy regularly so that you are aware of any changes.

Who is responsible for the processing of my personal data?

Esther Visions in Jacobus Solutions, located at Wagenmakerhof 25, 3123RE in Schiedam, the Netherlands, are responsible for the processing of data as described in this privacy policy.

When does this privacy policy apply?

This privacy policy applies to all personal data that Jacobus Solutions and Esther Visions process of anyone who has ever had contact with these companies mentioned above, such as our visitors, customers and business contacts, on all domains related to these companies mentioned.

What is personal data?

Personal data is all data that can be traced back to an individual. Examples are name, telephone number, address or email address. But data such as an IP address and customer number are also personal data. But also other data that is unique, such as your order history or surfing behavior.

Whose personal data do we process?

We process the personal data of everyone who has (had) direct contact with Jacobus Solutions and Esther Visions, such as (business) customers and contact persons of partners.

We receive the data directly from you when you visit our website, create an account and enter certain information or when you contact us by email.

What data do we process about you, what do we use it for and how long will it be kept?

Data for processing your order

If you order something, we need certain information from you to deliver your order and to keep you informed about your order. This information is also required for any returns or repairs.

For this purpose we collect your name, e-mail address, delivery address(es), payment details and your telephone number.

The data is necessary to execute the agreement that you have concluded with us (or with one of our sales partners).

Data in your account

We store the following information in your personal account: your name, (delivery and residential/office/invoicing) address(es), telephone number, e-mail address, customer number, payment details, gift cards and invoices.

Personalized messages

Via email and push notification

At this time, Esther Visions or Jacobus Solutions do not have an option for newsletters or personalized emails (such as offers, personal recommendations, etc.).

Other third party service providers

We also engage other third party service providers to help with various things. Sometimes they also need personal data for this. We only share the data that is necessary for the assignment that the external service provider carries out for us. We do not sell your information to these service providers or other third parties. And we conclude agreements with all external service providers in which we agree what they may do with the data.

The types of work that our external service providers perform for us are:

- supporting the provision of our digital services such as hosting, maintenance and support of our websites and applications;
- supporting our customer service;
- supporting our advertising and marketing campaigns;
- supporting customer research and obtaining ratings and reviews;
- supporting the personalization of any marketing messages and delivering an optimal shopping experience;
- providing financial services, such as payment services, collection agencies and credit reference agencies;
- supporting research and analysis to improve our services;
- supporting compliance with legal obligations.

The government

Sometimes we have to pass on personal data to the government. This may first occur if certain government institutions need this data to perform their tasks, such as the Tax Authorities. The police or justice department may also need certain information in the event of fraud or abuse. Finally, certain supervisors may gain access to personal data in the context of an investigation.

How do we handle data from our business sales partners and suppliers?

We handle data from our business sales partners and suppliers with the same care as we handle the data of our customers. Therefore, this privacy policy also applies to our sales partners and suppliers.

When you sell via our platform as a business sales partner, we store not only the contact details you enter in your sales account (the name of your company, the name of the contact person of your company, e-mail address, your contact address (and any other addresses), payment details and your telephone number), also your Chamber of Commerce number and your VAT number. We can use your Chamber of Commerce number and VAT number for (market) research. Under applicable legislation (Digital Services Act), we are obliged to publish your telephone number and e-mail address via our website. We also use publicly available data about your company (such as data registered with the Chamber of Commerce). If you use the Seller API, we also store the name, email address and telephone number of the party that provides the connection. When you make changes to the content of an article, these changes, including your seller name, are visible to other sales partners and suppliers.

Jacobus Solutions and/or Esther Visions has access to the data in the partner account to support the business sales partners.

If you are our contact person at a supplier, we store your contact details and keep track of which supplier you work for. We keep your data for the duration of our supplier relationship, unless you have your data deleted by sending an e-mail to our supplier service.

Where do we store your data?

We store your data as much as possible within the European Economic Area ("EEA"). It may happen that certain data we collect is transferred to or stored at a destination outside the EEA, for example because one of our external service providers is based there. When this is the case, we ensure that this is done in a safe and lawful manner.

Products that fall under the heading 'Adult Content'?

Protection of children's data

Our services are not aimed at children. This means that the use of the Esther Visions and/or Jacobus Solutions webshop by customers under the age of 18 is not allowed if this is indicated by the age check. The webshop will therefore be provided with an age check where necessary. Anyone who agrees and indicates that they are 18 years or older is legally obliged to tell the truth. Parents or guardians therefore have no legal right for legal retaliation if anyone under the age of 18 has interacted with the services of the company Esther Visions or Jacobus Solutions.

What rights can you exercise with regard to your data?

Right to information

You have the right to an understandable and transparent explanation of how we handle your personal data and what rights you can exercise in that regard. In this privacy policy we have therefore explained in detail what data we collect from you and how we handle your data.

Right of access

You have the right to request access to the data we have available about you at any time. You can request this via: info@jacobussolutions.com We process requests within approximately 30 days.

Right to correction

You have the right to have your personal data corrected if it is incorrect or outdated and/or to have it supplemented if it is incomplete. You can do this via info@jacobussolutions.com

Right to object

You have the right to object to the processing of your data if you do not agree with the way we process your personal data. This right applies to the data that we use for direct marketing. You can indicate to us that you no longer wish to receive mail from us. You can also ask us to no longer use your data for personalized recommendations on the website. You can arrange this yourself via info@jacobussolutions.com In addition, this right also applies to other data that we use from you on the basis of our legitimate interest. For example, you can choose that we forget and continue to forget the data about your surfing and search behavior. You can also arrange this yourself via your internet browser. We process requests within 30 days at the latest.

Right to data portability

You have the right to receive data that you have given to us in the context of the agreement(s) you have concluded with us in a machine-readable format, so that you can store this data in a database of yours or of a third party. This concerns your name, address and place of residence details and order history. Request for this should be sent via the email address: info@jacobussolutions.com

Right to restriction

You have the right to request restriction of the processing of your data. This means that we may keep your data but not use it. This right arises in a number of cases. If you believe this is the case, you can contact us at info@jacobussolutions.com

Right to be forgotten/request to delete account

You have the right to request us to delete all data we have about you. When you submit a request to delete your account, we will delete data that can be traced back to you, except for the data that we must or may keep by law.

We cannot grant this request if there are still outstanding orders or invoices. We cannot also grant this request if the law allows us to keep your personal data despite a deletion request. For example, if there is a suspicion that fraud has occurred with your account.

We offer you the opportunity to submit a request via info@jacobussolutions.com

Right to file a complaint

You have the right to file a complaint about the way we handle your data. If you have a complaint, we prefer to resolve it with you ourselves. Please contact us for this info@jacobussolutions.com You also have the right to contact the Dutch Data Protection Authority with your complaint.

Any questions?

If you have any questions about the way in which Jacobus Solutions and/or Esther Visions handle your personal data, please feel free to contact us at info@jacobussolutions.com or info@esthervisions.com We are happy to help you.