

## Privacy statement [www.myonlinestore.com](http://www.myonlinestore.com)

Your privacy matters to us, which is why we comply with privacy legislation. This means your details are safe with us and that we will use them correctly at all times. In this privacy statement, we explain what we do with the information you give us when you use our services on [www.myonlinestore.com](http://www.myonlinestore.com) If you have any questions or if you want to know which personal information we keep, please contact us.

Most recently updated on 07 May 2018

### **Use of the MyOnlineStore application**

Before you can use our application ("the platform"), you have to register first. To do so, you provide your email address and you choose a password to secure your account. We will then create an account you can log into with your e-mail address and the password chosen by you. In your account, you can add various personal details to your profile. These details will be used to enable us to provide our services such as providing your store details on invoices to your customers, to be able to receive payments, to answer your support questions and to send service messages to the email address provided by you.

If you have opted for a paid subscription, we will also use your personal details to process the payment and to prepare an invoice. It concerns your email address, your name and address details, your telephone number, invoice address and payment details.

We can process these personal details for the performance of the agreement you have concluded with us. We will keep this information for three months after removing your account and/or your cancellation of the subscription. We will keep some of this information up to ten years after cancellation (by virtue of the statutory retention obligation).

### **Contacting us and our newsletter**

If you contact us by e-mail, for instance, we process the information you give us only for the purpose of dealing with your question or request. We will keep this information until we are convinced you are happy with our response and up to one year thereafter. This enables us to quickly retrieve the information in the case of follow-up questions and it helps us to train our customer service assistants to give you an even better service.

You can subscribe to our newsletter, which contains news, tips and information about our services. Every newsletter contains a link to unsubscribe. You can also change your newsletter preferences via your account. Your email address is automatically added to the list of subscribers unless, when you provided your email address, you expressed your wish not to receive the newsletter. If you subscribe from a type of newsletter, we will remove your e-mail address from the list of recipients.

## **Cookies and similar technologies**

We use cookies on our website. More information about them can be found in our cookie statement.

## **Other parties**

We will not disclose your personal details to other businesses or organisations, except when our services require it or when we are obliged to do so by law. The parties we need for the performance of the agreement are:

- Our IT and payment service providers;
- Administrative service providers;
- The parties who carry out the registration of your domain name;
- Suppliers of communication software;
- Email platforms;
- API partners (only the businesses for which you have created a link).

We can also provide the competent authorities with personal details if so required by law. One example is that a case of suspected fraud may be reported to the police.

## **Security**

The security of personal details matters to us. We make sure we properly secure your personal details. In close collaboration with the administrator of our systems, we continuously adjust security and we pay close attention to what may go wrong.

## **Changes to this privacy statement**

When our services change, we have to adjust the privacy statement as well, of course. Therefore, you always have to check the date above and check for new versions on a regular basis. We will do our best to announce drastic changes separately.

## **Inspection, changing and removing your details**

If you have any questions or if you want to know which personal information we keep, please contact us. See the contact details below.

You are entitled:

- to an explanation about which personal details we hold and what we do with them;
- to inspect the exact personal details we hold;
- to have errors corrected;
- to have obsolete personal details removed;
- to withdraw your consent;
- to object to a particular kind of use.

Please remember to always make it absolutely clear who you are so that we are 100% sure we will not adjust or remove the details of someone else.

### **Comments or complaints**

If you feel our service falls short of your expectations, you are entitled to submit a complaint to the supervisory body in the country where your business is established. In the Netherlands, it is the Dutch Data Protection Authority.

### **Contact details**

MyOnlineStore B.V.

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