

## **PRIVACY-STATEMENT PHYNICX BV**

This page was last updated on August 9<sup>th</sup>, 2018.

### **PREFACE**

We are aware of the confidence you place in us, therefore we take the responsibility of protecting your privacy. We assure that any personal data that is being processed will be done rightfully, has a legitimate purpose, will not exceed the requirement and will not be used for other purposes than for what they were intended.

On this page we inform you about what personal data we collect when you use our website, why we collect these data and how we improve your user experience by doing so.

This way you will have an understanding of our way of working.

This privacy statement is applicable on services (among which the delivery of products) by PHYNICX BV. PHYNICX respects the privacy of all users of its website and assures the confidentiality of the personal data provided by its users. On our website you have confirmed the acceptance of PHYNICX' privacy policy. In case you were to change your mind, you can communicate this by sending an e-mail to [privacy@phynicx.com](mailto:privacy@phynicx.com). Your earlier provided acceptance will then become invalid. You should be aware that naturally PHYNICX does not take responsibility for the privacy policies of other sites and sources.

### **PRECONTRACTUAL PHASE**

When you have requested to receive a quotation or product information, we ask for personal data (e.g. a first and last name, company name, your (business) e-mail and your (business) phone number) to be provided. These data will be used in the context of the precontractual phase (for a possible purchase and sales agreement) and processed in order to fulfil your inquiry. These data will be saved on secured servers. We will not combine these data with other personal data possessed by us.

## **PROVIDING PERSONAL DATA IS NOT MANDATORY**

You are not obligated to provide us with your personal data when requesting information about our products or purchasing our products. At all times, you have the choice of whether or not you want to enter your personal data. However, in order for us to be of service, the reception of certain personal data is required.

## **SORTS OF DATA**

When products are being requested we can process (personal) data of (potential) customers and visitors/users of our (mobile) website. Below is explained which data are concerned and in what context these data are collected and saved.

- **Inquiry**

For your inquiry we need your name, business e-mail address, phone number, your company's address(es) and the payment details. With this information we can create a quotation for you.

- **Order**

After we've received your order we save the following information: your name, business e-mail address, phone number, your company's address(es) and the payment details. We also save the data from previous orders.

- **Customer Service**

You are able to call our secretariat or our sales team. In order to quickly reply with an answer to your questions, we use your personal data and save notes. This is useful for the next time you contact us.

## **PURPOSES OF PROCESSING**

We collect and process personal data, including through the by us exploited (mobile) website, for the following purposes:

- For the creation and implementation of an (existing) agreement;

- For the offering and delivery of the agreed products and/or information and adjusting these to your wishes and needs.
- When concerning a paid product or service, for the billing. Financial details are never published online and are not shared with third parties for purposes other than executing the made agreement. For example, when failing to pay for our products or services we might ask a third party, like a debt collection agency, to claim the payment.
- To able us to meet our resting legislations and regulations as well as handling disputes and performing (accountants) checks.

We save your personal data for as long as needed for the above mentioned purposes, or to meet the legally mandated (storage) requirements.

#### **FOUNDATIONS PROCESSING**

The processing of your personal data is based on your permission. Besides that, it is necessary for the execution of the agreement and/or the representation of rightful interests.

#### **SECURITY**

We at all times maintain a level of security while processing personal data that is, considering the current technology, sufficient to prevent unauthorised access, adjustments, publication or loss of these data. This includes both technical and organizational measures (such as the use of passwords, the appliance of ICT security and the fact that only a limited group of employees has access to the data).

#### **OBJECTION, INSIGHT, MODIFICATION AND DELETION OF PERSONAL DATA**

If you wish to have an insight in what personal data of yours we have saved, or if you want to have these data changed or deleted within the applicable regulations, you can send an e-mail to [privacy@phynicx.com](mailto:privacy@phynicx.com).



### **MODIFYING THE PRIVACY STATEMENT**

This privacy statement can be modified, therefore you should regularly visit this page to check if any changes are made. When concerning essential changes we shall take care of a more distinctive notification on our website or via e-mail.

### **CONTACT**

We believe that it is important to be transparent about the way we handle your personal data. With this privacy statement we aim to offer you clarity and transparency.

Nevertheless, if you were to have any questions regarding the way we handle your personal data, please contact us on [privacy@phynicx.com](mailto:privacy@phynicx.com)

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