

## Privacy Policy

### **Introduction**

In this Privacy Statement for customer, supplier and business partner data, we provide information on the processing of personal data by Coco & Cactus.

This Privacy Statement may be changed over time. This document was last changed in November 2023.

### **When does this privacy statement apply?**

This Privacy Statement applies to the processing by Coco & Cactus of all personal data of its customers, suppliers and business partners and other individuals. The processing of personal data of employees in the context of their employment relationship does not fall under this Privacy Statement.

### **Who is responsible for your personal data?**

Coco & Cactus is the controller of the processing of all personal data that fall within the scope of this Privacy Statement. This Privacy Statement indicates what personal data are processed by Coco & Cactus and for what purpose, and to which persons or entities the data will or may be provided.

### **What personal data do we collect and when?**

When you purchase one of our products, communicate with us or supply us with products or services, we ask you for personal data.

The personal data we collect includes your:

*contact details including name, email, telephone number*

*shipping address*

*purchase history*

*payment or credit card information*

*marketing and cookie preferences.*

When you use our website, certain data is automatically collected from your device or web browser.

### **Why and how do we process your personal data?**

*When you purchase products through our webshop.*

We use your personal data to process your order and for customer service and relationship management. This includes services like reporting you on the status of your order and keeping your purchase history.

*When you contact Coco & Cactus (online or offline)*

When you contact us by regular mail, email, or on Facebook or Instagram we will use your personal data to reply to your message and/or answer your question.

*When you use our Website*

When you use our website, we process technical data to deliver you our website's functionalities and for their technical and functional management.

*For the development and improvement of products and services*

We process your personal data in order to assess, analyse and improve our products and (customer) services. We use aggregated personal data to analyse customer behaviour and to improve our products and services based on this information. For instance, we analyze how often you visit our website, which pages you click on and what goods you purchase through our webshop.

*When entering into or executing an agreement*

When you work together with us as a supplier or a business partner, we process your personal data for administrative purposes such as making payments, sending invoices and delivering or receiving our or your products or services.

*Other purposes*

We may also use your personal data in other ways and will provide specific notice at the time of collection and obtain your consent where necessary.

**How long to we keep your personal data?**

Your personal data will only be retained for as long as is necessary to carry out the purposes set out in this Privacy Statement. In some cases, for instance in relation to product purchases, applicable law may require us to store your data for a longer time period.

If you have any questions regarding the processing of your personal data, please contact [info@cococactus.nl](mailto:info@cococactus.nl)