

RAYticulatus BV RAYticulatus BV, established at Bleijenburg 138 2678 BC de Lier, is responsible for the processing of personal data such as shown in this privacy statement.

Contact details:

<http://www.dendrocare.com>. Bleijenburg 138, 2678 BC, de Lier 06-25202338

Raymond Vink is the Data Protection Officer of RAYticulatus BV. He can be reached via [info@dendrocare.com](mailto:info@dendrocare.com)

### **Personal data that we process**

RAYticulatus BV processes your personal data because you use our services and /or because you provide them yourself. Below is an overview of the personal data we process:

- First and last name
- Address data
- Phone number
- E-mail address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone
- Location data

### **Special and / or sensitive personal data that we process**

Our website and /or service does not intend to collect data about website visitors who are younger than 16 years. Unless they have permission from parents or guardian. However, we cannot check if a visitor is older than 16. We therefore advise parents to be involved in the online activities of their children in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us via [info@dendrocare.com](mailto:info@dendrocare.com), then we remove this information.

### **For what purpose and on what basis we process personal data**

RAYticulatus BV processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and/or advertising brochure
- To call or e-mail you if necessary to carry out our services
- Inform you about changes of our services and products
- Give you the opportunity to create an account
- To deliver goods and services to you
- RAYticulatus BV also processes personal data if we are legally obliged to do so, such as information that we need for our tax return.

### **Automated decision-making**

RAYticulatus BV does not make decisions based on automated processing on matters that can have (significant) consequences for persons. These are decisions that are taken by computer programs or systems, without a person (for example an employee of RAYticulatus BV) sitting in between.

### **How long we store personal data**

RAYticulatus BV does not store your personal data longer than is strictly necessary to realize the purposes for which your data is collected. We use the following retention periods for the following for personal data: 7 years in connection with the tax law.

### **Sharing personal data with third parties**

RAYticulatus BV shares your personal data with various third parties if this is necessary for the execution of the agreement and to comply with any legal obligation. With companies that process data in our assignment, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. RAYticulatus BV remains responsible for these processing operations. RAYticulatus BV also provides your personal data to other third parties. We only do this with your express permission. Sharing data with third parties: accountant and tax authorities. Other third parties are visitors to our site. Our customers are aware that company details of them are on our site because they are designated as a sales point of Dendrocare.

### **Cookies, or similar techniques, that we use**

RAYticulatus BV only uses technical and functional cookies. And analytical cookies that do not infringe your privacy. A cookie is a small one text file that is stored on your computer, tablet or smartphone when you first visit this website. The cookies that we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and remember, for example, your preference settings. We can also optimize our website with this. You can opt out of cookies by setting your internet browser so that it does not store cookies anymore. In addition, you can also delete all information previously saved via the settings of your browser.

### **View, modify or delete data**

You have the right to view, correct or delete your personal data. In addition, you are entitled to withdraw to your permission for data processing or to object to the processing of your personal data by RAYticulatus BV, and you are entitled to data portability. This means that you can submit a request to us, for the personal data we hold from you in a computer file, to send to you or another organization mentioned by you. You can send a request for access, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [info@dendrocare.com](mailto:info@dendrocare.com). To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Please make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This to protect your privacy. We respond to your request as quickly as possible, but within four weeks. RAYticulatus BV would also like to point out that you

have the possibility to lodge a complaint with the national supervisor, the Dutch Data Protection Authority. This can be done via the following link:  
<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

### **How we protect personal data**

RAYticulatus BV takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not secure or that there are indications of misuse, please contact our customer service or via [info@dendrocare.com](mailto:info@dendrocare.com).