

PRIVACY STATEMENT KOALA HUG B.V.

KOALA HUG B.V., located at Prins Frederikplein 218 in Rotterdam, is responsible for the processing of personal data as shown in this privacy statement.

General data that we process on the website

- Location data
- Visitor behavior on our website
- Internet browser and device type
- Contact form details
- Order details

KOALA HUG B.V. only processes your personal data when you use our services and because you provide this data to us yourself.

Your personal data that we process:

- First and last name
- Address data
- Telephone number
- E-mail address
- Purchase amount and Payment method

Minors

We do not intend to collect data from anyone under the age of 18. We encourage parents to be involved in their children's online activities to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information from a minor without that permission, please contact us and we will delete this information.

Purpose of the personal data we process

KOALA HUG B.V. processes your personal data for the following purposes:

- To be able to call or e-mail you in order to carry out our services
- To deliver and invoice you for goods and services
- To send newsletters to you
- KOALA HUG B.V. analyzes your behavior on the website in order to improve the website
- KOALA HUG B.V. also processes personal data if we are legally obliged to do so

How long we keep personal data

KOALA HUG B.V. does not store personal data longer than is strictly necessary to realize the purposes for which your data is collected. We keep all your data as long as you are a customer with us.

Cookies, or similar techniques that we use

KOALA HUG B.V. only uses technical, functional and analytical cookies that do not infringe on your privacy. The cookies we use ensure that the website works properly and, for example, remembers your preferred settings. We can also optimize our website with this. You can opt out of cookies by setting your internet browser so that it no longer stores cookies.

View, modify or delete data

You have the right to view, correct or delete your personal data. You can send a request for access, correction, deletion, data transfer of your personal data or request for withdrawal of your consent or objection to the processing of your personal data to hello@koalahug.eu .

How we protect personal data

KOALA HUG B.V. 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 idea that your data is not properly secured or there are indications of misuse, please contact us via hello@koalahug.eu . KOALA HUG B.V. has taken the following measures to protect your personal data:

Certifications: [SSL on website]

Backups and updates: [Backups daily, Updates weekly]

Account limitation: [max 3 people with access, no sub-processors]

Security connections: [SSL encryption on website and email traffic]

Software: [Antivirus, Firewall and Malware Scan on website]

Google: [Search Console]

Changes to this privacy statement

We reserve the right to make changes to this privacy statement. It is recommended that you consult this privacy statement regularly so that you are aware of these changes.

KOALA HUG B.V.

<https://www.koalahug.eu>

hello@koalahug.eu

+31 (0) 6 83 21 88 01