

Privacy statement

TBS de Buck BV - May 2018



The Best Solution

TBS de Buck BV takes the protection of your data seriously and takes suitable measures to prevent abuse, loss, unauthorised access, undesired disclosure and unauthorised changes. If you have the impression that your data is not properly secured to that there are indications of abuse, please contact us by phone at +31 (0)162 523 436 or via e-mail at info@the-best-solution.com.

What personal data will be processed

Your personal data will be processed when you provide it to us via the contact form on our website, or share it with us by phone, visit, fax or e-mail. The personal data we process are your name, e-mail address, job title, sex and phone number. If the stated delivery and invoice address is the same as your residential address, then your personal address data will also be processed.

Special and/or sensitive personal data that we process

TBS de Buck BV does not have the intention to collect data about website visitors below the age of 16, unless they have permission from their parents or guardian. However, we cannot check the identity of our visitors. If you are convinced that we have collected personal data from an underaged person without permission, please contact us [via info@the-best-solution.com](mailto:info@the-best-solution.com) so that we can remove this data.

Why we process your personal data

Your personal data will be used because it is necessary for our ordering process. This is understood to include designated offers, order confirmations, changes in delivery times, invoices, the delivery of orders and the establishment of direct communication. After placing an order with us, we can keep you informed by e-mail regarding actions, promotions and additions to our range. We do this from the justified interest to promote and sell our products and services. If you do not wish to receive our mailings, then you can unsubscribe to this by means of the unsubscribe link at the bottom of our mailings. If you are registered as a customer, but you have not placed an order before, then we will only send such mailings if you have given us permission to do so.

Automated forming of decisions

TBS de Buck BV does not make any decisions that can have (considerable) consequences for your privacy on the basis of automated processing. This is understood to mean decisions that will be made by computer programs or systems, without the involvement of a human being (such as one of our employees).

How long do we keep personal data?

TBS de Buck BV keeps your personal data to realise the abovementioned purposes. If there is an instance of order processing, then we at least comply with the lawful storage term of 7 years, such as established in the Dutch Civil Code and the Dutch tax law Algemene Wet inzake Rijksbelastingen.

Sharing of personal data with third parties

Your personal data may be shared with third parties if this is necessary for the execution of the agreement or to comply with possible legal obligations. To ensure a similar level of security and confidentiality of your data, we conclude a processing agreement with companies that process your data on our behalf. TBS de Buck BV remains responsible for this data processing.

Cookies and comparable techniques

Our website makes use of technical, functional and analytical cookies that do not violate your privacy. A cookie is a small text file that will be stored on your computer, tablet or smartphone upon your first visit to this website. The cookies that we use are necessary for the technical operation of the website and your user convenience. They ensure that the website works properly and, for instance, remember your preferred settings. We can also use cookies to optimise our website. You can disable cookies by changing the setting in your internet browser so that it doesn't store any cookies. You can also remove all information that has been previously stored via your browser settings.

Viewing, modifying or removing data

You have the right to view, correct or remove your personal data. In addition, you have the right to withdraw your possible permission for the data processing or to object to the processing of your personal data by TBS de Buck BV, and you have the right to transferability of data. That means that you can submit a request with us to digitally send you or another organisation (specified by you) the personal data we have of you. You can submit a request for viewing, correction, removal, transfer, withdrawal of your permission, or objection against the processing of your personal data in writing via info@the-best-solution.com.

To be sure that the request has been made by you, we will always contact you by phone to verify the request before further action is taken. This is for the protection of your privacy. We will respond to your request as soon as possible, but no later than within a term of four weeks.

Contact and complaints

TBS de Buck BV is responsible for the processing of your personal data, as indicated in this privacy statement.

If you are dissatisfied about the manner in which we handle your personal data, then please let us know so that we can find a suitable solution. You also have the option of filing a complaint with the Dutch Autoriteit Persoonsgegevens.

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