

Privacy policy Valyuu.com

If you use our services, we need some of your personal data to enable us to provide this service to you. We (Valyuu BV) collect and processes your personal information in accordance with this privacy policy. This policy provides you with information regarding our obligations and your rights in compliance with the General Data Protection Regulation (GDPR).

The most important thing you need to know is that we always handle your personal data with care.

This privacy policy was last modified on March 19, 2024

Personal data

Who is responsible for the processing of my personal data?

Valyuu BV, located at Edisonweg 30, 4207 HG in Gorinchem, is responsible for the processing of data as described in this privacy policy.

When does this privacy policy apply?

This privacy policy applies to all personal data that Valyuu BV processes of everyone who has (had) contact with Valyuu BV, such as our visitors, customers, and business contacts, on all domains related to Valyuu BV.

What is personal data?

Personal data means all data relating to an identified or identifiable individual. This includes your details such as name, telephone number, address or email address. Data such as your IP address or location data on your mobile phone are also personal data.

How do we get this data?

We may collect your personal information when you visit our website or creating an account for buying or selling. We may also collect data if you contact our online or offline customer service.

We may also receive data from other parties if you have given those parties permission to provide certain data to us.

We may also collect non personal information that may identify you such as location, IP address, browser type, operating system, and other details about the device you are using.

What data do we process to process your order, and for what purpose?

If you sell a product to us, we need certain information from you such as name, address and bank account number to process the sale. We also need your email address. We use this to

keep you informed about the status of your sale. In addition, we also use this data for the sales contract that you have entered into directly with us or through our partners.

If you are a buyer we need the information to be able to send this product to you, such as your name, email and postal address.

How long will my data be kept?

As account data is being processed on the basis of contract this is determined by law. By law we must keep the data related to your order for 7 years. Data held for support or enquiries will also be kept for 7 years after we last hear from you.

Data in your account

To create and maintain your personal account, we store your name, delivery and residential address(es), telephone number, email address, date of birth (if you have provided one), payment details, gift vouchers and gift cards.

In your account we also store your order history, selected payment options, the status of your sale, and payments and any delivery options.

We want to make sales and activities on Valyuu.com easier and more fun for our customers. That is why we store the data in your account as long as you are an active customer with us. If we see that you have not logged in with us for 7 years, we will delete all your data. In addition, you always have the freedom to ask us to delete your data or account at any time.

Data for an optimal shopping experience

We do everything we can to ensure that our service runs smoothly and that we can always carry out your sale.

First of all, we are constantly working to ensure that our website functions properly. For this purpose, when you visit Valyuu.com, also via our partners, we collect your IP address, information about your internet browser, any language settings and information about the settings of the operating system of the computer or mobile device you use to visit us.

We also collect your search, click and purchasing behavior with us, so that we can tailor Valyuu.com to your personal needs as much as possible.

We use this data to use generic customer patterns at an individual level. Our goal is to make your visit to Valyuu.com as smooth as possible. We store this data as long as you are active on Valyuu.com. If you are no longer with us for 7 years since you have logged in, we will delete your data.

Data for marketing

Personalized emails and push notifications

We regularly have offers, special promotions and news that we want to share with you. We are happy to share this via email or push messages. If you have given us permission, we can send you information such as daily offers, general competitions or personal

recommendations. These personal recommendations will be based on your activities and visit history from up to 2 years ago. We do this to make the content of such messages more interesting for you. If you do not want this, you can unsubscribe immediately.

Personalized ads

We, our partners and media agencies may show you advertisements on Valyuu.com and other websites. Your surfing, search and purchasing behavior is collected based on cookies, your IP address and the advertising number that is linked to the device you are surfing with. We only do this if you have given permission to place cookies. Cookies have a limited retention period and that period differs per cookie. Read more about cookies under the heading Valyuu Cookie Policy.

Data from customer surveys

Of course we will always be working on improving our services. For this reason, we can use your customer ID and e-mail address to invite you for a no-obligation customer or market survey. We often do this ourselves, but sometimes also through external specialized partners. By participating in these studies you help us to improve our service and product. Your data linked to the results of the customer or market research will be retained until the research is finally completed. This of course varies per study.

Data for reviews & questions and answers

We are very happy with reviews. Because with reviews you help other customers find what they are looking for and you give us a way to guarantee our quality.

When posting a review, you choose whether your personal information or name is visible to other visitors. You can also indicate whether we may contact you about your review.

Given the importance of as many reviews as possible, we keep them until you ask us to delete the review. An exception is when a review does not meet the review conditions and must therefore be removed.

Data to prevent fraud

We do everything we can to prevent security incidents and fraud. For example, we use personal data such as name and address, but also IP addresses and search, surfing and purchasing behavior data to investigate, prevent and combat unauthorized access and fraud. We can do this ourselves, but we can also have it carried out by external service providers.

Social media

If you use social media such as Facebook, you can share things you like or find useful with your friends on your social media account. Valyuu.com will therefore not have access to your social media account. We always recommend that you carefully read the privacy policies of the social media parties and adjust them to your personal preferences if necessary.

With whom is your data shared?

Sales partners

When you make a sale through one of our partners, the data necessary to process your sale is shared between Valyuu.com and the relevant partner. If you make a sale from a business account, information such as the company name, business address, Chamber of Commerce number and order number will also be shared to process your sale.

If you contact our customer service regarding a sale through one of our partners, they will forward your question or complaint to us so that it can be handled.

Distribution and logistics partners

To process your order, we work with logistics partners such as Postnl and Sendcloud. These parties receive your name and delivery address to ensure that they receive your sale properly.

Other third party service providers

In order to provide our services optimally, we also engage other external service providers for various purposes. Sometimes personal data is also required for this. Of course, we only share this if we are forced to have the assignment carried out by these external partners. Please note, we never sell your information to these service providers or other third parties. We also have agreements with all external service providers in which we make agreements about what they may do with the data.

The types of work that our external service providers perform for us are:

- supporting the provision of our digital services such as hosting, maintenance and support of our websites and applications;
- supporting our customer service;
- supporting our advertising and marketing campaigns;
- supporting customer research and obtaining ratings and reviews;
- providing financial services, such as payment services, collections and credit information;
- supporting you in facilitating telephone contact between you and business sales partners.

Government

We are sometimes obliged to pass on personal data to certain government institutions, such as the Tax Authorities, which need this data to carry out their tasks. Furthermore, in the case of fraud, abuse or investigation, we must also share this data with the police, the judiciary and supervisors. Of course, this only happens if there are valid reasons for it.

Only with your permission: with other companies

If you give permission, we will also pass on your personal data to other companies, for example if one of our partners has an offer for Valyuu.com customers. Of course, we only do this with your permission.

Where do we store your data?

Your data is always stored within the European Economic Area ("EEA"). If one of our external service providers or partners is located outside the EEA, we will ensure that this is done in a safe and lawful manner.

How is your data secured?

Valyuu.com does everything it can and takes measures to protect your personal data. We do this within the framework of the law in both organizational and technical areas. With strict internal access controls, we ensure that your personal data is only accessible to employees

who are directly involved in completing your sale. If we do have to share your data with our external partners, we require that they handle your data as carefully as we do. If you are concerned about this or have any questions, please contact our customer service.

What rights can you exercise with regard to your data?

You always have access to your account and therefore your personal data. You can view these at any time and correct any inaccuracies or omissions. You can always contact our customer service for this.

Under the GDPR you can request from us information about -

- The personal data we hold about you
- The categories of personal data concerned
- The purposes of the processing
- Details to whom your personal data has/will be disclosed
- How long we retain your personal data
- If we did not collect the data directly from you, information about the source

You may also request from us the following-

- That we update any incomplete or inaccurate data about you
- Request that we delete your personal data in accordance with GDPR

Adjust Privacy Statement

Valyuu BV reserves the right to change this Privacy System at any time. We advise you to regularly consult this web page for the latest version.

Valyuu BV Cookie Policy

A 'cookie' is a small text file sent from a website and stored on the user's computer by the user's web browser. Upon visiting a site that uses cookies, a cookie is downloaded onto your computer or mobile device. The next time you visit that site, your device will remember useful information such as preferences, visited pages or logging in options.

Cookies are widely used to add functionality to websites, or to ensure they work more efficiently. Our site relies on cookies to optimise the user experience and ensure the sites services function properly.

For more information about which cookies we use and to change your cookie preferences click [here](#).

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