

Visser Contactlenzen Privacy Statement

Privacy-sensitive data or personal data is processed through the various services of Visser Contactlenzen. Visser Contactlenzen attaches great importance to careful handling of personal data. Personal data is therefore processed and protected with the utmost care.

In our processing, we comply with the requirements set by the privacy laws. That means, among other things, that:

- we clearly state the purposes for which we process personal data. We do this through this privacy statement;
- we limit our collection of personal data to only the personal data necessary for legitimate purposes;
- we first ask you for explicit consent to process your personal data in cases where your consent is required;
- we take appropriate security measures to protect your personal data and also demand the same from parties that process personal data on our behalf;
- we respect your right to access, correct or delete your personal data at your request.

Visser Contactlenzen is responsible for the data processing. In this privacy statement we explain which personal data we collect and use and for what purpose. We recommend reading it carefully. *This privacy statement was last modified on 16-05-18 at 2:45 pm.*

Use of personal data

When you use our service, we obtain certain data from you. This may be personal data. We only store and use the (personal) data provided directly by you in order to supply our services and products as well as possible. We use the following personal data for the purposes stated in this privacy statement:

- Name, address, place of residence, postal address
- Allergies
- Bank details
- Attending doctor / GP
- Phone number
- Medication use
- Date of birth
- Health problems
- Gender
- Eye measurement data
- BSN (citizen service number)
- Email address

Registering (currently under development)

In future, when using our website, you will be able to register. After registration we will store the user name you have chosen and the personal data you have provided. We store this

information so that you do not have to enter it every time and so that we can approach you in the context of implementing the agreement.

We will not provide the data linked to your username to third parties, unless necessary in the context of implementing the agreement you conclude with us or required by law. In the event of suspected fraud or misuse of our service, we may hand over personal data to the competent authorities.

Order processing

When you purchase a service or a product from us, we use your personal data to process it. If this is necessary for proper processing, we may also provide your personal data to third parties, e.g. the delivery service. You can read more about this later in this privacy statement.

Taking out a subscription

At Visser Contactlenzen you can take out a paid subscription. To do this, we ask you for the data required for payment. This data is not used for any other purpose.

Promotion

In addition to the information on our website, we can also inform you about our new products and services:

- by post
- by email
- via social media
- in other ways

Contact form and newsletter

Through our website we offer the possibility to ask questions via a contact form, where you are asked to fill in various data. You choose which data you provide and some data is mandatory when making an order. The data you send us will be kept for as long as is necessary for a complete response and processing according to the nature of the form or the content of your email.

Advertisements

Our website does not display any generic advertisements, so no personal data is collected.

Provision to third parties

We may pass on your data to our partners. These partners are involved in implementing the agreement. We therefore request your express consent separately before they receive your data. Social media buttons are included on our website. The administrators of these services use them to collect your personal data.

****Cookies****

Cookies are used on our website. Cookies are also placed via third parties engaged by us. When you first visit our service, a notice is displayed explaining why we use cookies. We regard your continued use of our service as consent to this use of cookies. You are free to disable cookies through your browser. Keep in mind that our website may no longer work optimally. We have made agreements with third parties that place cookies about the use of cookies and applications. However, we do not have full control over what the providers of these applications themselves do with the cookies when they read them. For more information on these applications and how they handle cookies, please see the privacy statements of these parties (note: these may change regularly).

Google Analytics

We use Google Analytics to keep track of how visitors use our service. We have entered into a processing agreement with Google to arrange the handling of our data. We also allow Google to use the Analytics information obtained for other Google services, and finally we anonymise the IP addresses.

Security

We take security measures to limit misuse of and unauthorised access to personal data. In particular, we employ the following measures:

- Access to personal data is protected with a PIN, a username and password and an additional second factor, among other things. A number of workplaces have now also been equipped with Windows Hello security. The aforementioned measures are supplemented with facial recognition, biometrics (fingerprint recognition) and dynamic locking based on presence.
- After receipt, your data will be stored in a separate, protected system.
- We use secure connections (Secure Sockets Layer or SSL) that protect all information between you and our website when you enter personal data.

Retention periods

The personal data described above will be kept for as long as is necessary to process your orders, including the period required by the Dutch Distance Selling Act. It is important for your health and for good advice to keep your data for a longer period of time. Visser Contactlenzen optometrists must comply with the requirements arising from the Dutch Medical Treatment Contracts Act (WGBO) when performing their work. Pursuant to the WGBO, a care provider is obliged to set up a (medical) file for each customer (Article 7:454(1) of the Dutch Civil Code). The care provider must keep this file for 15 years, counting from the time when the note was made in the file, or as much longer as reasonably follows from the care of a good care provider (Article 7:454(3) of the Dutch Civil Code). This data can only be passed on to another service provider, doctor or optician at your request (data portability).

Third-party websites

This privacy statement does not apply to third-party websites linked to our service. We cannot guarantee that these third parties will handle your personal data in a reliable or secure manner. We recommend reading the privacy statement of these websites before using them.

Changes to this privacy statement

We reserve the right to make changes to this privacy statement. We recommend consulting this privacy statement regularly so that you are aware of these changes.

Viewing and changing your data

For questions about our privacy policy or regarding access to and changes to (or deletion of) your personal data, you can contact us at any time using the details below. You can also send us a request to view, change or delete this data. You can also submit a request to export data that we use with your consent, or state with reasons that you want us to limit the processing of personal data. To prevent abuse, we may ask you to identify yourself adequately. When it comes to access to personal data linked to a cookie, you must also send a copy of the cookie in question. You can find this in your browser settings. If the data is incorrect, you can ask us to change the data or have it removed.

Dutch Data Protection Authority

Of course we are happy to help if you have complaints about the processing of your personal data. Under privacy legislation, you also have the right to file a complaint with the Dutch Data Protection Authority against this processing of personal data. You can contact the Dutch Data Protection Authority for this.

Contact details

Visser Contactlenzenpraktijk bv.
St Annastraat 93 6524 EJ Nijmegen
088 900 80 80
fg@vissercontactlenzen.nl (email address of the Data Protection Officer)
Chamber of Commerce (KvK): 10147764