

PRIVACY STATEMENT

PREAMBLE

We at INNATO BV respect privacy and we therefore treat the data that our online visitors and customers provide to us with due care. We abide by the incumbent European legislation for the protection of personal data, also known as the General Data Protection Regulation (GDPR) and we ensure that information that you make available to us is treated in confidence.

You can visit our website without giving us any personal information, like your name and address. There are situations in which we do ask information from you, in order - for example - to correspond with you or to process your order.

SECTION 1 - WHAT DO WE DO WITH YOUR INFORMATION?

When you browse our website or webshop, we automatically receive your computer's internet protocol (IP) address including information that helps us to learn about your browser and operating system. We may analyse and use this information to improve and optimise our website and our products and services.

When you purchase something from our webshop, we collect the personal informations that you give to us, such as your name, address and email address, as part of the buying and selling process. You will likewise provide these personal details when filling in our contact form. With your permission, we may send you emails about our webshop, new products and other updates.

SECTION 2 - CONSENT

How do we get your consent?

When you provide us with personal information in order to ask a question through a contact form or to complete a transaction, place an order, arrange for a delivery or return a purchase, we imply that you consent to us collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

How can you withdraw your consent?

If you change your mind after you have opted in, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us by email, through our website's contact form or by paper mail. Our contact details are summarised at the end of this privacy statement.

SECTION 3 - DISCLOSURE

We may disclose your personal information if we are required by law to do so, or if you violate our terms of service.

SECTION 4 - WEBSHOP

Our website and webshop are hosted by our Internet Service Provider (ISP) Birdie Hosting. The online e-commerce platform that allows us to sell our products and services to you is operated and maintained by ourselves. Your data is stored through our ISP's data storage, databases and the website's application. All data exchange between your computer and our website/webshop is secured by an SSL certificate.

Your payment

At present, we use *PayPal.com* as the online payment system for processing your payment to us. We do not store nor process your bank account and/or credit card information. For more detail, we refer to the privacy statement from *PayPal*. See also Section 5 below.

SECTION 5 - THIRD-PARTY SERVICES

We will only disclose your information to third parties to the extent necessary to process and execute your purchase and/or our contract with you (if any), or to fulfill legal requirements.

If we wish to share your information (typically your name and email address) to a third party for the purpose of expanding or maintaining our business network, we will always and beforehand ask your explicit permission to do this.

Certain third-party service providers, such as payment transaction processors, have their own privacy policies related to the information we are required to provide to them for your purchase-related transactions. They may also be located in a different jurisdiction than either you or we.

We recommend that you read the privacy policies of these providers, to understand the manner in which your personal information will be handled by these providers.

Once you leave our website or webshop or are redirected to a third-party website or application, you are no longer governed by this privacy policy or by our terms of service.

Links

When you click on links on our website, they may direct you away from our website. We are not responsible for the privacy practices of other websites and encourage you to read their privacy statements.

SECTION 6 - SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide us with your personal information, the information is encrypted and transported using secure socket layer technology (SSL).

Cookies

Web pages have no memory. If you are surfing from page to page within a website, you will not be recognised as the same user across pages. Cookies enable your browser to be recognised by the website. A cookie is a small text file that is sent to your device through your web browser and by the webpages you visit and/or web-based applications. Cookies will not store personal information, nor will they harm your computer.

We use both technical and functional cookies.

Technical cookies are cookies needed for the proper performance of our website, such as remembering that you have already logged in and the content of your shopping basket.

Functional cookies remember your preferences and help you to use our website efficiently and effectively. These functional cookies are not strictly necessary for the functioning of our website, but they add functionality for you and enhance your experience.

We use analytics cookies that keep record of which of our web pages you have visited and when. These cookies are solely for our own purposes to improve our website and our services. We are **not** using analytics cookies from external parties, for example *Google Analytics*. We do not share cookie data with external parties.

How to manage your cookie preferences

Using the options/settings menu in your web browser, you can set which cookies to accept and which to reject. Where you find these settings depends on which browser you use. Use the *Help* function in your browser to locate the settings you need.

If you choose to delete and/or not to accept certain cookies, you may not be able to use some functions on our website and your browsing experience may not be optimal.

SECTION 7 - AGE OF CONSENT

By using our website, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this website.

SECTION 8 - CHANGES TO THIS PRIVACY STATEMENT

We reserve the right to modify this privacy statement at any time, so please review it regularly. Changes and clarifications will take effect immediately upon their posting on the website. The version date or month of the privacy statement is mentioned at the end of the document.

QUESTIONS AND CONTACT INFORMATION

If you would like to view, correct, amend or delete any of your personal information that we hold about you, register a complaint, or simply want more information, please contact us through our website's contact page, via the email address privacy@innato.nl or via our postal address.

We will respond to your message as fast as possible and certainly within four weeks.

Our details are below:

Innato BV

Address: Uilenstede 510-88, 1183 DE Amstelveen, The Netherlands
Email address: service@innato.nl
Website: www.innato.nl
Chamber of Commerce number: 09161178
VAT-number: NL816200658B01

Privacy statement
Version: June 2023