

Introduction

This privacy policy applies to Dutchchems, located in Maarssen and registered with the Chamber of Commerce under number 69590591. Dutchchems respects the privacy of its customers and processes personal data in accordance with the General Data Protection Regulation (GDPR). This privacy policy explains how Dutchchems collects, processes, and protects personal data.

Collection of personal data

Dutchchems collects personal data from customers when they place an order, create an account, contact customer service, or sign up for newsletters. The collected data may include:

Name, address, and contact details;

Email address and phone number;

Order history;

Payment details;

IP address;

Communication between the customer and Dutchchems.

Use of personal data

Dutchchems processes personal data for the following purposes:

Processing orders and payments;

Sending products and providing services;

Maintaining contact with the customer;

Complying with legal obligations, including retaining data of customers who order precursors or hazardous substances for a period of at least 18 months, including the usage statement, if applicable;

Analyzing and improving the website and services;

Informing customers about products, services, offers, and news from Dutchchems.

Sharing of personal data

Dutchchems shares personal data with third parties only when necessary for the execution of the agreement, to comply with legal obligations, or in case of suspicious transactions. This may include payment providers, delivery services, IT service providers, or the "Suspicious Chemical Transactions" reporting point. In the case of a suspicious transaction, theft, or loss, personal data will be shared with the "Suspicious Chemical Transactions" reporting point within 24 hours. Processor agreements are concluded with third parties who process personal data on behalf of Dutchchems to ensure the protection of personal data.

Security of personal data

Dutchchems takes appropriate technical and organizational measures to protect personal data against unauthorized access, loss, misuse, or disclosure. These measures include, but are not limited to, the use of encryption, access controls, and secure storage.

Retention period for personal data

Dutchchems retains personal data no longer than strictly necessary for achieving the purposes for which they were collected. In some cases, such as when required by law, data is retained for longer periods.

Rights of data subjects

Customers have the right to access, correct, or delete their personal data. In addition, customers have the right to withdraw any consent for data processing or object to the processing of their personal data by Dutchchems. Customers also have the right to data portability. This means that they can request that the personal data Dutchchems holds about them be sent in a computer file to them or another organization specified by them.

Customers can submit a request for access, correction, deletion, data transfer of their personal data, or request the withdrawal of their consent or object to the processing of their personal data by sending an email to contact@dutchchems.com. Dutchchems will respond to the request as soon as possible, but within four weeks.

Changes to the privacy policy

Dutchchems reserves the right to change this privacy policy. It is advisable to consult this privacy policy regularly, so that customers are aware of any changes.

Contact details

For questions or comments about this privacy policy or the processing of personal data by Dutchchems, customers can contact Dutchchems using the following information:

Dutchchems

Klokjeslaan 95

Maarssen, The Netherlands

Chamber of Commerce number: 69590591

Email: contact@dutchchems.com

Phone number: +31(0) 30 369 02 15