

## Personal data

No personal data is processed via our website dr-anns.com. Personal data is data that can be used to identify a natural person. We do not store personal data as we only use e-mail.

Onlinepets B.V. considers carefully handling personal data of great importance. In our processing, we comply with the requirements of privacy legislation. Personal data is not passed on to other organizations for commercial purposes.

## Purposes and the legal basis on which data is processed

Onlinepets processes personal data based on the principles of the GDPR, namely (1) because this is necessary for handling your questions, or (2) because this is necessary for the representation of our legitimate interests or a third party's legitimate interests, or (3) based on your consent or (4) because this is necessary for compliance with a legal obligation such as being able to comply with legal, tax or accounting requirements.

The personal data that Onlinepets collects is only processed for the following purposes:

– to be able to contact you;

Your personal data will only be processed in any other way if you have given Onlinepets unambiguous permission for this. That permission may be apparent from the mere fact that you ask Onlinepets a question by e-mail, whereby Onlinepets processes your personal data in the context of answering the question due to the contract that we conclude with you.

## Data retention period

Your personal data will not be stored for longer than is necessary for the purposes for which the personal data was collected and processed. Only if we are legally obliged to do so, or if this is necessary to defend our interests in court (for example in the event of a dispute), will we keep the personal data for a longer period of time.

Below is an overview of which personal data we can collect, followed by the retention period of this data.

## Retention of personal data

Personal data	Retention period
Customer service contact <ul style="list-style-type: none"><li>- Name</li><li>- E-mail address</li><li>- E-mail conversation</li></ul>	This personal data is stored by Onlinepets. Onlinepets stores personal data for 7 years, unless you contact Onlinepets to delete this data. In that case, Onlinepets will anonymize the personal data.

## **Statistics**

We keep statistics about the use of our website.

## **Cookies**

On this site, we use cookies to improve the content of our website. Cookies are small files in which we can store information so that you do not have to fill it in every time you visit. We also use cookies to see whether you visit our website again. When you visit our website for the first time, we show a message with an explanation about cookies.

When we transfer or receive your data on our website, we always use encryption technologies that are recognized as accepted standards within the IT sector. We have implemented the necessary security measures to prevent the loss, misuse or alteration of information we receive on our site.

## **Security**

The security of personal data is of great importance to us. We ensure that your data is properly secured with us. We constantly adjust security and pay close attention to what can go wrong. However, transmissions over the internet are never completely secure or error-free. However, we take appropriate technical and organizational measures, appropriate to the risks of misuse, unauthorized access, unwanted publication, changes or destruction of personal data and to protect your personal data. We also ensure that third parties and affiliates that process personal data on behalf of Onlinepets maintain adequate security and operate in accordance with applicable laws and regulations.

## **Data leaks**

If it unexpectedly happens that Onlinepets accidentally or intentionally loses your personal data or that your personal data comes into the hands of third parties who are not authorized to do so, then there is a data breach. Onlinepets' data protection officer will digitally report this data breach to the Dutch Data Protection Authority within 72 hours from the moment Onlinepets has discovered the data breach. The following will be reported: what the nature of the infringement is, which authorities or persons can be consulted to obtain more information about the infringement, what measures are recommended to limit the negative consequences of the infringement, what the consequences may be of the infringement, what measures have been taken or proposed by Onlinepets to remedy these consequences. If the leak represents a high risk for the person(s) in question, Onlinepets will inform them. A data breach is also internally documented by Onlinepets in the 'data breach register' in order to learn from it and take measures to prevent such a data breach in the future.

We have taken the necessary administrative, technical and organizational measures to ensure a level of security appropriate to the specific risks we have identified. We protect your personal data against destruction, loss, alteration, unauthorized disclosure of or access to personal data that is transmitted, stored or otherwise processed.

## **Data Protection Officer**

We have appointed a so-called data protection officer within Onlinepets. This person is responsible for privacy within our organization. Our data protection officer is called Elies van der Graaff and can be reached by email at [vandergraaff@medpets.nl](mailto:vandergraaff@medpets.nl) and by phone at 0186 57 5528.

## **Changes to this privacy statement**

We reserve the right to make changes to this privacy statement. It is recommended that you consult this privacy statement regularly so that you are aware of these changes. We will do our best to announce changes separately.

## **View, change and delete your data**

If you have any questions or want to know what personal data we have about you, you can always contact us. See the contact details at the bottom of this privacy policy. You have the following rights:

- receive an explanation of what personal data we have and what we do with it
- access to the precise personal data we have
- having mistakes corrected
- the removal of (outdated) personal data
- withdrawal of consent
- object to a particular use

Make sure that you always clearly indicate who you are, so that we can be sure that we do not change or delete data of the wrong person.

## **To file a complaint**

If you believe that we do not handle your personal data correctly, you have the right to file a complaint with the supervisory authority. This is called the Dutch Data Protection Authority.

## **Contact**

If you wish to respond to our privacy policy, you can contact us:

- by email: [contact@dr-anns.com](mailto:contact@dr-anns.com)

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