



**Roffadogs, located at Walenburgerweg 91-A in Rotterdam, is responsible for the processing of personal data as shown in this privacy statement.**

**Contact details:**

Roffadogs  
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IBAN: NL66KNAB0258633018  
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**Personal data that we process**

We process your personal data by using our services and/or by providing this information to us.

Below you will find an overview of the personal data that we process:

- Name and last name
- Address
- Phone number
- E-mail
- All information that you actively provide about you and your dog (s), for example by telephone, via e-mail, text message or app
- Information about your activities on our website.

Our website and/or service does not intend to collect data about website visitors who are younger than 16 years of age. Unless they have permission from parents or guardians.

However, we can not check if a visitor is older than 16. We therefore encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent.

If you are convinced that we have collected personal information about a minor without this consent, please contact us via [info@roffadogs.nl](mailto:info@roffadogs.nl) and we will delete this information.

**Purpose of processing personal data**

Roffadogs processes your personal data for the following purposes:

- sending a newsletter and/or offer promotion;
- contact you to carry out our services;
- inform you about changes to our services and products;
- Roffadogs analyzes your behavior on the website in order to improve the website and to tailor the range of products and services to your preferences.

### **Automated decision-making**

Roffadogs does not make decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions that are taken by computer programs or systems, without involving a person (for example an employee of Roffadogs).

### **How long we store personal data**

Roffadogs does not store your personal data longer than is strictly necessary to realize the purposes for which your data is collected.

We store personal data, personal details and address details as well as information about you and your dog for a period of two years. Every year, Roffadogs checks all data and removes the accounts where no services are delivered.

### **Sharing personal data with third parties**

Roffadogs only provides to third parties and only if this is necessary for the execution of our agreement with you or to comply with a legal obligation.

### **Cookies, or similar techniques, that Roffadogs uses**

Roffadogs only uses technical; functional cookies and analytical cookies that do not infringe your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website.

The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and remember, for example, your preferences. We can also optimize our website with this.

You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information previously saved via the settings of your browser.

### **View, modify or delete data**

You have the right to view, correct or delete your personal data. In addition, you have the right to your consent for data processing withdraw or object to the processing of your personal data by Roffadogs and you have the right to data portability. That means you can submit a request to us for the personal data we hold send a computer file to you or another organization mentioned by you.

You can request access, correction, deletion, data transfer from you personal data or request for withdrawal of your consent or objection on the processing your personal data to [info@roffadogs.nl](mailto:info@roffadogs.nl).

To make sure that the request for access has been made by you, we ask you for a copy of you proof of identity with the request. Make your passport photo, MRZ, in this copy (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black. This is to protect you privacy. We respond as quickly as possible, but within four weeks, at your request.

### **How we secure personal data**

Roffadogs takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you feel that your data is not properly secured or there are indications of abuse, please contact our customer service or [info@roffadogs.nl](mailto:info@roffadogs.nl).