



decover's privacy and cookie policy

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decover B.V., trading as **decover** and registered with the Chamber of Commerce under number **KVK 65259572**, is situated at Dorpenweg 21B, 5352 LB in Deursen-Dennenburg (Ravenstein).

decover operates (among others) the websites horecamenukaarten.nl, gastro-speisekarten.de and hospitality-menucovers.co.uk.

decover processes personal data, including yours. We believe it is important that your data is and remains properly protected. We also want to be clear about what we collect, why we do so and what your rights are. In this privacy policy, which complies with the General Data Protection Regulation (GDPR), we explain this to you. This document also contains our cookie policy.

What data we process

decover processes personal data. This data tells us something about a person. For example, your name, where you live, possibly your gender and (in the case of business contact) your role within the company. Processing personal data involves, for example, collecting, storing, using and deleting it.

Depending on the purpose, discover processes various types of personal data.

- company and/or trading name, first name and surname of the contact person, address, telephone number, email address
- VAT number, Chamber of Commerce number (in the case of a sole trader or general partnership, these are personal data)
- which products you are interested in (quotation) or what you have purchased from us (orders)
- information that you share with us yourself, for example in a comments field or during a telephone call

When we process personal data

We receive your data because you provide it to us yourself. If you fill in a form on our website or make a purchase, we process personal data; however, we also process personal data you provide when you call us or send us an email.

Although we focus on the business market, you may contact us as a private individual. In that case too, we process your personal data.



Why do we process personal data

decover processes personal data on the legal grounds of 'legitimate interest' and the 'performance of a contract'. We use and store your personal data to provide you with the fastest, easiest and best possible service, and for the following purposes:

- **Getting in touch.** You can contact us via various channels: telephone, post, email and, for example, social media. If you have submitted a question via a form on our website, we will in any case process your first name, surname, telephone number and email address so that we can contact you.
- **Selling products (or requesting a quote):** If you order a product from our online shop (or request a quote from us first), we will process personal data to ensure we can properly fulfil any agreement we enter into.
- **Creating an account:** If you create an account on one of our websites, you can order products from us more quickly. We process personal data so that we can recognise you as a (potential) customer once you have logged in and offer you suitable products.
- **Marketing:** There are various ways to sign up for one or more of our newsletters. You can subscribe directly using the form on our website specifically designed for this purpose. If you contact us or request a quote, you must first tick the box to indicate that you wish to receive our newsletter before we add your details to our mailing list. Once you have subscribed, we can inform you about our own activities and products, or those of our partners, tailored to your situation.
- **Legally required:** Without your personal data, we cannot supply products to you. We are legally obliged to record the details of those we do business with and must also retain certain information. Take invoices, for example. These show your name and address, as well as what you have purchased from us.

Third parties

We sometimes engage other parties to process personal data on our behalf. Examples include a courier who delivers post to you on our behalf or a printing company that produces printed materials for us. Under the GDPR, these are known as 'processors'. We may only engage such parties if it is consistent with the purpose for which we have processed your personal data. We enter into Data Processing Agreements with parties that process your data on our behalf.



We only disclose data to third parties if we have obtained your consent to do so, if it is necessary to fulfil your order, or if required by law.

Rights

Your data belongs to you. Naturally, you have the right to see what data we process about you.

You may object to the processing of your personal data.

- Is it for marketing purposes? In that case, we will stop processing your data as soon as possible.
- Do you think we hold incorrect data about you? Please let us know, and we will correct it.
- If you feel that we are processing your personal data unlawfully or incorrectly, please let us know. We will then investigate the data processing (or have it investigated).
- If you would like us to delete your data, please let us know and we will delete everything that we are not legally required to retain.

We do not retain your data for longer than is necessary to maintain contact with you, provide our services, offer support and comply with statutory retention periods.

If you wish to unsubscribe from our newsletters, you can click on 'unsubscribe' in any email. You will then be taken to a web page where you can indicate that you no longer wish to receive newsletters from us.

A question or a complaint

To exercise your rights, you can contact us by email at info@discover.nl or by post: discover bv, Dorpenweg 21 b, 5352 LB in Deursen-Dennenburg (Ravenstein).

Do you have a question or a complaint regarding the processing of personal data? Please contact us. If we cannot resolve the matter together, you can also contact the Dutch Data Protection Authority.

Finally

discover respects your privacy and ensures that your data is treated confidentially. Your personal data is processed and recorded in accordance with all applicable privacy regulations.

This privacy statement reflects the way in which we currently interact with you. Updates and improvements to our processes may lead to changes in this privacy statement. We therefore advise you to review this statement regularly.

**Cookies**

When you visit a decover website, we record your visit using cookies. We use cookies to make our website(s) easier for you to use and to provide you with information that is as relevant as possible.

A cookie is not personal data, but a small file that is sent to your computer when you visit our websites. Cookies enable us to recognise your computer, tablet or mobile phone the next time you visit our website(s).

You can refuse the use of cookies. You can adjust your browser settings yourself to do this. Please note that if you refuse cookies, you may not be able to make full use of all the features of our website(s).

Tracking scripts

We also use tracking scripts. These enable us to collect statistics about visitors to our website and analyse how we can improve our website. Your IP address is anonymised and no data is shared for any other purposes.