

# PRIVACY STATEMENT

VALID FROM

*1 January 2019*

FIONA GOBBO  
CREATIVE

When you are active on our website or contact us, you sometimes share personal data with us. We handle this information with care and adhere to the applicable laws and regulations. These laws are about the storage and use of your personal data. In this privacy statement we explain to you which data we store about you and what we do with this data.

This privacy statement applies to all interactions between you and Fiona Gobbo Creative, the way of communication does not matter. Fiona Gobbo Creative, located at Bloemendalsestraat 25 in Amersfoort, is responsible for the processing of the personal data as stated in this privacy statement. You can send questions or comments regarding your privacy to [hello@fionagobbocreative.com](mailto:hello@fionagobbocreative.com).

## WHAT IS PERSONAL DATA?

All data that tells something about you and can be used to identify you is personal data. Consider, for example, your name, your contact or address details and your BSN. Some of these data, such as race, religion or a criminal record are special personal data.

## BIJZONDERE PERSOONSgegevens

We do not process special personal data.

## PERSONAL DATA OF PEOPLE UNDER 16 YEARS OLD

We do not intend to process personal data of persons under the age of 16.

However, we cannot check whether a visitor to our websites and servers is older than 16 years. If you are convinced that we have collected personal information from a minor without the consent of a parent or guardian, please contact us at [hello@fionagobbocreative.com](mailto:hello@fionagobbocreative.com) and we will delete this information.

## WHEN DO WE PROCESS YOUR PERSONAL DATA?

### 01 | TO BE ABLE TO HELP YOU IF YOU HAVE QUESTIONS

We are happy to help you if you run into something or have a question for us. You can call us, e-mail us, fill in a form, fill in a questionnaire or send us a letter.

In order to be able to help you further, we store a number of information about you. That way we know who you are and we can also find out what we talked about at your next contact moment.

If you have any questions for us, we will store the following information about you:

- ✦ Name and surname
- ✦ Emailaddress
- ✦ Brand / company name
- ✦ Phone number
- ✦ Your message or information entered on the questionnaire such as what help you need, what your budget and how you got to Fiona Gobbo Creative

The storage of this data falls under the legal basis; execution of the agreement.

### 02 | TO PREPARE AND SEND QUOTATIONS

Before we get started for you, we can of course send you a quote. For this we store the following data from you:

- ✦ Name and address data
- ✦ Brand / company name
- ✦ Chamber of Commerce number
- ✦ Contract details

The storage of this data falls under the legal basis; execution of the agreement. ►

### 03 | TO EXECUTE A CONTRACT

If you purchase products or services from us, you naturally want to be helped and receive what you have ordered. We store the following data for the execution of an agreement or contract:

- ✦ Name and address data
- ✦ Client number
- ✦ E-mailaddress
- ✦ Phone number
- ✦ Other personal data provided by you

The storage of this data falls under the legal basis; execution of the agreement.

### 04 | TO SEND YOU & COLLECT YOUR INVOICES

The products or services purchased by you must of course also be paid. If you do not do this, we will start a collection process.

In connection with billing & collection, we store the following information about you:

- ✦ Name and address data
- ✦ Brand / company name
- ✦ Chamber of Commerce number
- ✦ Contract details

The storage of this data falls under the legal basis; legal obligation.

### 05 | TO IDENTIFY YOUR WISHES AND QUESTIONS

Fiona Gobbo Creative inventories by means of a questionnaire what your wishes and / or questions are. This allows Fiona Gobbo Creative to get a clear understanding of what you want and what you expect from Fiona Gobbo Creative.

In connection with the questionnaire, we store the following information about you:

- ✦ Name and address data
- ✦ Information on competitors and inspiring brands / companies
- ✦ Your ideal client

The storage of this data falls under the legal basis; execution of the agreement.

### 06 | TO INFORM YOU OF CHANGES TO OUR SERVICES

If we make changes to our services, general terms and conditions, privacy statement or other important matters, we would like to inform you. If you agree, we will use the following data to process you in our newsletter system:

- ✦ Name
- ✦ E-mailaddress

The storage of this data falls under the legal basis; legitimate interest.

## COOKIES AND SIMILAR TECHNIQUES WE USE

Fiona Gobbo Creative uses functional, analytical and tracking cookies. A cookie is a small text file that is stored on your computer, tablet or telephone when you first visit a website.

We use cookies with a purely technical functionality so that the website works as intended. In addition, we use analytical cookies to study the behavior of our visitors and to improve our website based on this. Last but not least, we sometimes also use tracking cookies so that we can offer you customized content and advertisements. These are, for example, advertisers and social media companies.

If we need your permission to place cookies, we will ask you during your first visit to our website. We also refer you to our cookie policy.

You can opt out of cookies by setting your internet browser so that it no longer stores cookies. ►

## TRANSFER TO PARTNERS

We work together with various suppliers and partners to carry out our services. These suppliers & partners include parties who:

- ✦ Provide our telephone plan(s) and data
- ✦ Send our newsletters
- ✦ Supply printed matter
- ✦ Send our mail
- ✦ Handle our payments & collections
- ✦ Manage our questionnaires
- ✦ Host our website(s)

We have concluded processor agreements and / or nondisclosure agreements with sub-processors to guarantee the security of your data. We only work with partners who can comply with the GDPR legislation.

Some of our partners are located outside the European Economic Area. We have taken appropriate measures with these partners, which have been contractually agreed through a processor agreement / Data Processing Addendum. In this way we ensure that your data is properly protected.

## TRANSFER TO THIRD PARTIES

In principle, we do not share or sell your data with persons or organizations outside of Fiona Gobbo Creative, except with partners as described above. We may also be obliged to pass on your data on the basis of a legal obligation.

## THE SECURITY OF YOUR DATA

Fiona Gobbo Creative has taken appropriate technical and organizational security measures to protect your personal data against misuse, unlawful or unauthorized use and loss.

All parties that process your data for us (sub-processors) or who can view it (such as employees or hired workers) sign a processor agreement or non-disclosure agreement.

## HOW LONG WE STORE YOUR DATA

We use different retention periods for different data flows. Of course you always have the right to request us to delete your data. See also the heading "Your rights".

### E-MAIL

Completed e-mails are archived at the end of June and the end of December. Emails older than 5 years will be deleted unless they are still relevant for the performance of an agreement or resolving a dispute.

### FACTUREN & OFFERTES

Invoices and quotations are deleted after the legal retention period of 7 years. Until then, your data will remain in our billing system.

### NIEUWSBRIEF

You can delete your data yourself from our newsletter system at any time.

## YOUR RIGHTS

You have the right to view, correct and delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Fiona Gobbo Creative.

You also have the right to data portability. For more information, visit [the website of the Dutch Data Protection Authority \(in English\)](#).

You can send a request for access, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [hello@fionagobbocreative.com](mailto:hello@fionagobbocreative.com).

To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy. If your request relates to a cookie, we ask you to also send it. ►

We will respond to your request as soon as possible, but no later than four weeks. Fiona Gobbo Creative would also like to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority.

## REPORTING A DATA LEAK

If, despite all precautionary measures, a data breach nevertheless occurs, we comply with the data breach reporting obligation and report this breach to the Dutch Data Protection Authority within 72 hours of discovery.

If you discover a data breach, we kindly ask you to share this with us as soon as possible, but in any case within 24 hours after you have discovered the breach, by sending an email to [hello@fionagobbocreative.com](mailto:hello@fionagobbocreative.com). We can then take immediate action.

## LIABILITY

This privacy statement only relates to the personal data that Fiona Gobbo Creative processes for the points discussed in this agreement. Fiona Gobbo Creative does not accept any responsibility or liability for (the operation and / or content of) websites or services of third parties.

## CHANGES TO THIS STATEMENT

The content of this privacy statement can be adjusted at any time by Fiona Gobbo Creative in order to respond to new developments in the field of legislation or regulations or changes within our company.

You can subscribe to our newsletter where we will keep you informed of any changes. In any case, we advise you to consult this text regularly to stay informed of our privacy policy.

By continuing to use the services of Fiona Gobbo Creative after changes, you agree to these changes.



## CONTACT

Do you have any further questions or comments? Then you can contact Fiona Gobbo Creative by email, [hello@fionagobbocreative.com](mailto:hello@fionagobbocreative.com) or by post:

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Fiona Gobbo Creative is registered with the Dutch Chamber of Commerce under number 68804652.