



# Privacy statement

## 1. Introduction

Coen Stenfert (hereinafter referred to as "Author", "we" or "us") is committed to protecting your personal data. In this privacy statement, we explain how we handle the personal data we collect through our website, advertisements and other services such as e-mail marketing.

## 2. Personal data collected

We collect and process the following personal data:

- **Identification details:** name, address, phone number, email address. (Soul reading: birth names, date and place)
- **Payment details:** bank account number, credit card details (if applicable).
- **Usage data:** data about your use of our website, IP address, browser data.
- **Marketing data:** data about your preferences and interests, collected via cookies and similar technologies.

## 3. Purposes of Processing

We process your personal data for the following purposes:

- **Execution of agreements:** to process your orders and deliveries.
- **Customer service:** to help you with queries and complaints.
- **Marketing:** to inform you about new products, offers and events via email and advertisements on platforms such as Google, Instagram and Meta (Facebook).
- **Analytics:** to improve our services and website by analysing your usage data.

## 4. Legal Basis of Processing

We process your personal data on the following legal grounds:

- **Performance of an agreement:** for the delivery of our products.
- **Consent:** for sending marketing communications (you can withdraw your consent at any time).



- **Legitimate interest:** to analyse and improve our services and website.

## 5. Sharing of Personal Data

We share your personal data with third parties only when necessary for the performance of our services or when we are required to do so by law. The third parties we share your data with include:

- **Payment service providers:** for processing payments.
- **Advertising partners:** such as Google, Instagram and Meta (Facebook) for targeted ads.
- **IT service providers:** for hosting and maintaining our website.

## 6. Cookies and Similar Technologies

We use cookies and similar technologies to collect information about your use of our website and to support our marketing activities. For more information on our use of cookies, please refer to our [Cookie Policy].

## 7. Retention period

We will not keep your personal data for longer than necessary for the purposes for which it was collected, unless we are required by law to keep your data longer.

## 8. Security

We take appropriate technical and organisational measures to protect your personal data from loss, theft and unauthorised access.

## 9. Your Rights

You have the right to:

- Request **access to** the personal data we process about you.
- Request **correction** of your personal data if it is incorrect or incomplete.
- Request **removal** of your personal data.
- **Object to** the processing of your personal data.
- Request **restriction** on the processing of your personal data.



- Request **portability** of your data.
- **Complain** to the Personal Data Authority if you believe we are processing your personal data unlawfully.

## 10. Contact

For questions about this privacy statement or to exercise your rights, please contact us at:

- **Email:** [contact@coenstenfert.com](mailto:contact@coenstenfert.com)
- **Postal address:** Stenver, h.o.d.n. Coen Stenfert, Rijksweg 44, 6996AC in Drempt

## 11. Changes to this Privacy Statement

We may change this privacy notice from time to time. The most up-to-date version of the privacy statement is always available on our website. We encourage you to consult this statement regularly.

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