

# Privacy Policy J.H. Machining (ENG)

<https://jhmachining.com/>

## About our privacy policy

J.H. Machining values your privacy. We therefore only process data that we need for (improving) our services and handle with care the information we have collected about you and your use of our services. We never make your data available to third parties for commercial purposes.

This privacy policy applies to the use of the website and the services accessed through it by J.H. Machining. The effective date of these terms is 22/09/2025. By publishing a new version, the validity of all previous versions expires. This privacy policy describes which data we collect about you, what it is used for, and with whom and under what conditions it may be shared with third parties. We also explain how we store your data, how we protect it against misuse, and what rights you have regarding the personal data you provide to us.

If you have questions about our privacy policy, please contact our privacy officer. You can find the contact details at the end of this privacy policy.

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## Data processing

Below you can read how we process your data, where it is stored, which security techniques we use, and who has access to the data.

## Web store software

### MyOnlineStore

Our online store is developed with software from MyOnlineStore. Personal data that you make available to us for our services is shared with this party. MyOnlineStore has access to your data to provide us with (technical) support; they will never use your data for another purpose. Based on the agreement we have concluded with them, MyOnlineStore is obliged to take appropriate security measures. MyOnlineStore uses cookies to collect technical information regarding your use of the software, but no personal data is collected and/or stored.

## Web hosting

### LinQhost

We purchase web hosting and email services from LinQhost. LinQhost processes personal data on our behalf and does not use your data for its own purposes. However, this party can collect metadata about the use of services. These are not personal data. LinQhost has taken appropriate technical and organizational measures to prevent loss

and unauthorized use of your personal data. LinQhost is bound by confidentiality under the agreement.

## **Email and mailing lists**

### **MailChimp**

We send our email newsletters using MailChimp. MailChimp will never use your name and email address for its own purposes. At the bottom of every automated email sent via our website you will see the "unsubscribe" link. You will then no longer receive our newsletter. Your personal data is securely stored by MailChimp. MailChimp uses cookies and other internet technologies to determine whether emails are opened and read. MailChimp reserves the right to use your data to further improve its services and to share information with third parties for this purpose.

### **Office365**

We use Office365 for our regular business email traffic. This party has taken appropriate technical and organizational measures to prevent misuse, loss, and corruption of your and our data as much as possible. Office365 does not have access to our mailbox, and we treat all our email traffic confidentially.

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## **Payment processors**

### **Mollie**

For handling (part of) the payments in our online store, we use the Mollie platform. Mollie processes your name, address, residence details, and payment details such as your bank account or credit card number. Mollie has taken appropriate technical and organizational measures to protect your personal data. Mollie reserves the right to use your data to further improve services and, in that context, to share (anonymized) data with third parties. All safeguards regarding the protection of your personal data mentioned above also apply to the parts of Mollie's services for which they engage third parties. Mollie does not store your data longer than allowed under statutory terms.

### **Finbaze**

For handling (part of) the payments in our online store, we also use the Finbaze platform. Finbaze processes your name, address, residence details, and payment details such as your bank account or credit card number. Finbaze has taken appropriate technical and organizational measures to protect your personal data. Finbaze reserves the right to use your data to further improve services and, in that context, to share (anonymized) data with third parties. If you apply for deferred payment (credit facility), Finbaze shares personal data and information about your financial position with credit rating agencies. All safeguards regarding the protection of your personal data mentioned above also apply to the parts of Finbaze's services for which they engage third parties. Finbaze does not store your data longer than allowed under statutory terms.

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## **Reviews**

### **Feedback Company**

We collect reviews via Feedback Company. If you leave a review through Feedback Company, you are required to provide your name, residence, and email address. Feedback Company shares this data with us so we can link the review to your order. Feedback Company also publishes your name and residence on its website. In some cases, Feedback Company may contact you to provide an explanation of your review. If we invite you to leave a review, we share your name, email address, and order information with Feedback Company. They only use this data to invite you to leave a review. Feedback Company has taken appropriate technical and organizational measures to protect your personal data. Feedback Company reserves the right to engage third parties for the purpose of delivering services; we have given Feedback Company permission for this. All safeguards regarding the protection of your personal data mentioned above also apply to the parts of their services for which they engage third parties.

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## **Shipping and logistics**

### **PostNL, GLS, DPD**

When you place an order with us, it is our job to deliver your package to you. We use the services of PostNL, GLS, and DPD to carry out deliveries. It is necessary for us to share your name, address, and residence details with these carriers. They use this data only for executing the agreement. If these carriers use subcontractors, they also provide your data to these parties.

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## **Invoicing and accounting**

### **Finbaze**

For maintaining our administration and accounting, we use Finbaze. We share your name, address, residence details, and order information. This data is used for managing sales invoices. Your personal data is transmitted and stored securely. Finbaze is bound to confidentiality and will treat your data confidentially. Finbaze does not use your personal data for other purposes than described above.

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## **Purpose of data processing**

### **General purpose of processing**

We only use your data for the benefit of our services. This means the purpose of processing is always directly related to the order you place. We do not use your data for (targeted) marketing. If you share data with us and we use it to contact you later, other than at your request, we will ask for your explicit permission. Your data is not shared with third parties, except to comply with accounting and other administrative obligations. These third parties are all bound by confidentiality agreements.

### **Automatically collected data**

Data automatically collected by our website is processed with the purpose of further improving our services. This data (such as your IP address, web browser, and operating system) is not personal data.

### **Cooperation in tax and criminal investigations**

In some cases, J.H. Machining may be legally obliged to share your data in connection with tax or criminal investigations by government authorities. In such a case, we will resist within the limits of the law.

### **Retention periods**

We retain your data as long as you are our client. This means we keep your customer profile until you indicate that you no longer wish to use our services. If you request this, we will also treat it as a request to erase your data. This also means we will not retain your data longer than two years from the last contact or transaction, unless a legal obligation requires otherwise. Based on administrative obligations, we must retain invoices with your (personal) data for as long as the statutory period applies. Employees will no longer have access to your client profile and documents created in response to your assignment.

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## **Your rights**

Based on applicable Dutch and European law, you have certain rights with respect to the personal data processed by or on behalf of us. Below we explain what these rights are and how you can exercise them.

- **Right of access:** You always have the right to view the data we process that relates to your person or can be traced back to you.
- **Right to rectification:** You always have the right to have data adjusted.
- **Right to restriction of processing:** You can request us to limit data processing.
- **Right to data portability:** You can request to transfer your data to another party.

- **Right to object:** You may object to data processing by or on behalf of J.H. Machining. If justified, we will immediately stop the processing.

We will respond within 30 days of receiving your request. To prevent misuse, we will only send copies of your data to your known email address. If you want data at another email address or by post, we will ask you to identify yourself.

You always have the right to file a complaint with the Dutch Data Protection Authority if you suspect we are misusing your personal data.

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## **Cookies**

### **Google Analytics**

Our website places cookies from the American company Google, as part of the "Analytics" service. We use this service to track and receive reports on how visitors use the website. This processor may be obliged under applicable laws and regulations to provide access to this data. We collect information about your browsing behavior and share this data with Google. Google may combine this information with other datasets to track your movements on the internet. Google uses this information to provide, among other things, targeted advertisements (Adwords) and other Google services and products.

### **Third-party cookies**

If third-party software solutions use cookies, this will be stated in this privacy policy.

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## **Changes to the privacy policy**

We reserve the right to change our privacy policy at any time. However, you will always find the most recent version on this page. If the new privacy policy affects the way we process data already collected, we will notify you by email.

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## **Contact details**

### **J.H. Machining**

Rouaanstraat 21F

9723CB Groningen

Netherlands

T: (318) 508-0590

E: info@jhmachining.nl

### **Privacy officer**

Jelmer Kalsbeek

