

Last update: 26 January 2021.

Papprika Productions' Privacy Policy

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from <https://everdesk.eu> (the "Site").

PERSONAL INFORMATION WE COLLECT

Device Information

When using our online service, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as "Device Information."

We collect Device Information using the following technologies:

- "Cookies" are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- "Log files" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- We use and place functional cookies and analytic cookies for the correct functioning of the website and to help you to enhance your experience on the Site.
- With your consent (opt-in) we use tracking and advertising cookies specifically designed to gather information from you on your device to display advertisements to you based on relevant topics that interest you.

Order Information

Additionally when you make a purchase or attempt to make a purchase through the Site, sign up for newsletter, respond to a survey or marketing communication, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number. We refer to this information as "Order Information."

When we talk about "Personal Information" in this Privacy Policy, we are talking both about Device Information and Order Information.

LEGAL BASIS

In accordance with Art. 13 GDPR, we inform you about the legal basis for the collecting and processing of personal data in relation to the use of the Site and the Order Information:

- Obtained consent (Article 6 (1) lit. a and Art. 7 GDPR);
- In order to fulfil your orders and to perform our contractual rights and duties (Art. 6 (1) lit b GDPR);
- to fulfil our legal (accounting and retention) obligations (Art. 6 (1) lit. c GDPR);
- and to maintain our legitimate interests to enable us to offer a technically correct working website (Art. 6 (1) lit. f GDPR).

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Order Information that we collect generally to fulfil any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations).

Additionally, we use this Order Information to:

- Provide you with customer support and technical assistance, handle your requests and complaints

- Screen our orders for potential risk or fraud,
- Follow up questions after sales and delivery to inquire if you are satisfied with our product and service, and
- When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimise our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of any (future) marketing and advertising campaigns).

SHARING YOUR PERSONAL INFORMATION

As a general principle, we collect and process data in order to facilitate or improve our products, services or offers. We do not sell your personal data or share the said data with third parties, except to the extent stated in this Privacy Policy.

We may disclose your personal data to third parties to the extent required by law, court order or a decision rendered by a competent public authority and for the purpose of law enforcement. In addition, we may share your personal data with the following third parties:

Third party vendors carrying out services on our behalf, including billing, sales, marketing, IT support, advertising, analytics, research, customer service, product service support, shipping and purchase order fulfilment, data storage, validation, security, fraud prevention, payment processing, and legal services. Such third-party vendors may be given access to your personal data in regard to their main services but are prohibited from using your personal data for any other purposes.

For example, we use Webflow to power our online store. Webflow is GDPR compliant and is the data processor for this e-commerce platform. We have a Data Processing Agreement in place to keep your information safe. We also use Google Analytics to help us understand how our customers use the Site. You can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

When we disclose your personal data to a third party, we take all reasonable steps to ensure that those third parties are bound by confidentiality and privacy obligations with respect to the protection of your personal data. The disclosure is conducted in compliance with legal requirements, including entering into data processing agreements with the relevant third parties, to ensure that personal data is only processed in accordance with our instructions, applicable law and regulations and for the purpose specified by us and to ensure adequate security measures.

BEHAVIOURAL ADVERTISING

As described above, we may use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by:

FACEBOOK - <https://www.facebook.com/settings/?tab=ads>

GOOGLE - <https://www.google.com/settings/ads/anonymous>

BING - <https://advertise.bingads.microsoft.com/en-us/resources/policies/personalized-ads>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

EverDesk uses online advertising to keep you aware of our next steps and to find our products. You may see EverDesk banners and ads when you are on other websites and apps such as Social Media. We manage this through the use of Google Tag and Facebook Pixel. The banners and ads are based on information we hold about you. You can read more about the information they collect and how to opt out through the links provided above.

DO NOT TRACK

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

YOUR RIGHTS

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below. We will comply with your request within 14 days (10 workdays).

PROTECTING INFORMATION

This e-commerce platform is hosted by Webflow. Webflow hosts its websites globally and are Privacy Shield and GDPR compliant.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and required to keep the information confidential both in Webflow as in EverDesk. In addition, all payments are encrypted and processed through Stripe, upholding the General Data Protection Regulation (GDPR), the world's strongest set of data protection rules. Ensuring that all your data is kept safe and private.

Please note that by using these services your information may be transferred outside of Europe, including to Canada and the United States, only in accordance to the GDPR rulings.

DATA RETENTION

The data processed by us are deleted or limited in their processing in accordance with Articles 17 and 18 GDPR. Unless explicitly stated in this privacy policy, the data stored by us is deleted as soon as it is no longer required for its purpose and the deletion does not conflict with any statutory storage requirements. If the data is not deleted because it is necessary for other and legally permitted purposes, its processing will be restricted, meaning that the data is blocked and not processed for other purposes. This is especially true for data that is e.g. must be kept for commercial or tax reasons. Personal customer data will be deleted ultimately 7 years after the last order of the respective customer has been fulfilled.

MINORS

If you are below the age of eighteen (18) years of age, please obtain the permission of your parent or guardian before using our Site. EverDesk does not sell their desks to minors. We assume that our clients are adult of age to make the purchase or have a parent/guardian to make the purchase for them.

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at contact@everdesk.eu or by mail using the details provided below:

Papprika Productions, Konijnenlaan 53, Wassenaar, ZH, 2243 EP, Netherlands