

Privacy policy

This website uses cookies so that we can provide you with the best user experience possible. Cookie information is stored in your browser and performs functions such as recognising you when you return to our website and helping our team to understand which sections of the website you find most interesting and useful.

WHAT IS A COOKIE?

‘Cookies’ are small data files, used as unique identifiers. Each cookie is unique to your web browser. A cookie contains anonymous information and is sent from the server of the website you are viewing to your computer or mobile phone. It will be stored on your device and only that server will be able to retrieve or read the contents of that cookie. Sent cookies may be sent back to the website’s servers with updated data as you browse the website. We use the following cookies:

- **Essential cookies:** necessary for the site to function properly. Essential cookies help us to use our website by allowing basic features such as navigation on the site and access to safe areas of the web site. The website cannot function properly without these cookies.
- **Analytical cookies:** can also be used to analyse the use of the site, to record the number of the visitors, and to develop the site itself. Site usage statistics and other reports are not assigned to each person.
- **Functional cookies:** these cookies note your earlier choices to increase the quality of our services.

We value your privacy and appreciate that you trust us to protect that information. This Privacy and Policy explains what information we collect from you, why we collect it, and how we protect it. It also summarises your rights and tells you how you can exercise those rights.

However, this policy does not apply to information about you collected by third party websites that may post links or advertisements on or otherwise be accessible from our website. The information collected by these third-party websites is subject to their own privacy policies.

Who we are

The party referred to as “we” or “our” in this Privacy and Cookie Policy is B Creative Productions BV, located at Soestdijkerweg Zuid 13, 3732 HC De Bilt, The Netherlands. We are part of the Cimpres N.V group of companies. Our data protection officer is reachable at beheerder@ourprotection.eu.

If you have general question about the website or would like to update your marketing preference or make changes to your information, please mail us at beheerder@ourprotection.eu

What information do we collect?

This section of our Privacy Policy describes the categories of information collected by B Creative Productions BV, whether collected automatically, or provided voluntarily by you.

Information collected automatically:

- your IP address
- the internet browser and device you use
- data passed through applications you may download via our website
- the date and time you visit, and how you use our website and access its content
- if you place any orders, your purchase and payment history

If you are a registered B Creative Productions BV customer, we link this automatically-collected data to the other information we collect about you described below. We use this information for a variety of purposes described below.

Information you provide when you create an account or make a purchase:

- name
- contact details (such as e-mail address, physical address, telephone numbers)
- password (encrypted)
- payment information (such as credit card or bank account details)

Information you provide when you personalize a product

When you personalize a product on our website, you may provide text or images that contain personal information, such contact details on a business card.

You may also provide personal information when you contact our sales team.

You have the option not to provide personal information. However, doing so may prevent you from using some of our website features or placing orders for our products. Similarly, if you decline to let us place certain cookies on your device, our website will only have limited functionality (see more information about cookies above).

The website is not meant for use by children under the age of sixteen and children under that age are prohibited from creating an account or otherwise providing their personal information.

Why do we collect this information?

We use the information that we collect about you for the following purposes:

- fulfill your order and provide related customer service;
- maintain, improve, and administer our website,
- inform you about products and services that might be of interest to you,
- provide co-branded offers with our partners,
- improve or personalize your online experience, our services, and our communications with you,
- identify and prevent fraud,
- enhance the security of our network and information systems,
- better understand how visitors use our website, and to determine the effectiveness of promotional campaigns and advertising.

Who has access to your information?

We limit access to your information to employees who have a need to use the information and are obligated to protect that information and keep it confidential. We may also share your

information with other companies in B Creative Productions BV group. All B Creative Productions BV group companies have a contractual obligation to comply with the terms of this privacy policy and to protect your information.

We may also provide the information we collect about you to other companies, who may process the information on our behalf, including companies that assist us with:

- Fulfilling or delivering your order
- Storing and securing data
- Processing payments
- Marketing, analytics, and fraud detection activities; or
- Customer service

We may also share the information as required or permitted by law, such as when we believe such disclosure is appropriate to cooperate with an investigation of activities claimed to be unlawful, to enforce our Terms of Use, or to protect our rights or property or those of others.

Finally, we may provide your information to one or more third parties in the event of a merger, acquisition, or corporate reorganization involving us.

How long do we keep your information?

We only retain your personal information for as long as is necessary for the purpose for which it is provided or because we are legally required to do so.

What rights do you have to access and control the use of your information?

You have the right to

- access your personal information
- unsubscribe from marketing or withdraw any specific consents you gave us
- request a copy of the personal information that is being processed by us
- have errors in your personal information corrected
- have your personal information deleted (or altered so that you are not identifiable) or to restrict the ways in which we use your information – but in either case, only under specific circumstances prescribed by law
- lodge a complaint with your local data protection authority

How you can exercise these rights?

You can contact our sales team to exercise any of the rights listed above by mailing sales@ourprotection.

You may also exercise some of those rights on your own by going to My Account, selecting “Account Update”, and updating your personal information and preferences.

Finally, you can also make your request by writing to B Creative Productions BV, Soestdijkerweg 13, 3732 HC De Bilt, the Netherlands. Please provide your name, e-mail address, mailing address and telephone number(s) and your specific request.

How do we protect your information?

We maintain physical, electronic, and procedural safeguards designed to help us protect your personal information. For example, we use Secure Socket Layer (SSL) technology to encrypt your credit card information when you purchase products through our website.

Changes to this Privacy and Cookie Policy

B Creative Productions BV may revise this Privacy and Cookie Policy from time to time by posting a revised Privacy and Cookie Policy on our website. We reserve the right to modify this policy at any time, so please review it frequently.