

PRIVACY POLICY



Who we are

Our website address is: <https://www.bangerang.nl>.

What personal data we collect and why we collect it

We collect a range of data when you visit our website, this may include personal and transactional data that you enter when ordering products from us such as your name, email address, and telephone number. We may also store technical data, such as information about cookies.

Comments

When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

An anonymised string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service Privacy Policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

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Media

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website.

Contact forms

If you've provided us with your contact details when getting in touch with us, then we capture and store your personal information for customer service purposes, until your enquiry is closed.

Cookies

If you leave a comment on our site you may opt in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

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Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Analytics

We currently do not use Analytics software on our website.

Who we share your data with

We share site data with a range of partners such as shipping partners; we share recipient address data with myparcel.nl & PostNL, and Payment Processors; we share payment information with Stripe.

How long we retain your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

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What rights you have over your data

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Where we send your data

We do not transfer site data outside of the European Union. Visitor comments may be checked through an automated spam detection service.

Our contact information

E: info@bangerang.nl

If you have any privacy concerns, please get in touch with our Data Protection officer;
Martin Boer, E: Martin@bangerang.nl

How we protect your data

We have implemented a number of services to secure all data including access authentication measures.

We collect information about you during the checkout process on our store.

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What we collect and store

While you visit our site, we'll track:

1. Products you've viewed: we'll use this to, for example, show you products you've recently viewed
2. Location, IP address and browser type: we'll use this for purposes like estimating taxes and shipping
3. Shipping address: we'll ask you to enter this so we can, for instance, estimate shipping before you place an order, and send you the order!

We'll also use cookies to keep track of basket contents while you're browsing our site.

When you purchase from us, we'll ask you to provide information including your name, billing address, shipping address, email address, phone number, credit card/payment details and optional account information like username and password.

We'll use this information for purposes, such as, to:

- Send you information about your account and order
- Respond to your requests, including refunds and complaints
- Process payments and prevent fraud
- Set up your account for our store
- Comply with any legal obligations we have, such as calculating taxes
- Improve our store offerings
- Send you marketing messages, if you choose to receive them

If you create an account, we will store your name, address, email and phone number, which will be used to populate the checkout for future orders.

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We generally store information about you for as long as we need the information for the purposes for which we collect and use it, and we are not legally required to continue to keep it. For example, we will store order information for 10 years for tax and accounting purposes. This includes your name, email address and billing and shipping addresses. We will also store comments or reviews, if you choose to leave them.

Who on our team has access

Members of our team have access to the information you provide us. For example, both Administrators and Shop Managers can access:

- Order information like what was purchased, when it was purchased and where it should be sent, and
- Customer information like your name, email address, and billing and shipping information.

Our team members have access to this information to help fulfill orders, process refunds and support you.

What we share with others

We share information with third parties who help us provide our orders and store services to you; for example -- myparcel.nl, PostNL, PayPal & Stripe.

Payments

We accept payments through PayPal & Stripe.

When processing payments, some of your data will be passed to PayPal or Stripe, including information required to process or support the payment, such as the purchase total and billing information.

Please see the [PayPal Privacy Policy](#) for more details.

Please see the [Stripe Privacy Policy](#) for more details.