

Privacy Policy

(version 22/12/2021)

Your privacy is important to us.

We collect and use your personal data only in accordance with the applicable data protection regulations, in particular the General Data Protection Regulation 2016/679 of 27 April 2016 ("GDPR"), and this privacy policy.

This privacy notice provides more information about the personal data that we process, why we process it, how we obtain the data, how long we retain the data and with whom we share it. It also provides more information on how you can exercise your rights.

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1. Identity and contact details

The data controller for your personal data is at least one of the following legal entities:

- The Cookware Company Europe BV
Antoon Catrifestraat 12
9031 Drongen
Belgium
Enterprise Number 0635.907.452
- The Cookware Company BV
Klopperman 16
2292 JD Wateringen
The Netherlands
Enterprise Number 27380288

If you have questions regarding the processing of your personal data or the respective roles and relationships of the above legal entities, you can contact us at any time via e-mail (privacy@cookware-co.com) or by letter to the address mentioned above (Attn. Privacy).

2. Purposes

We process your personal data for one or more of the following purposes:

- Contact form
- Website
- Litigation management

Below, you can find for each purpose the personal data that we process, why we process it, how we obtain the data, how long we retain the data and with whom we share it.

1) Contact form

If you make use of the contact form on our website, we process your personal identification data (name, email address), the place where you bought a product and any possible additional information that you provide to us (for instance, your postal address or bank account number in the event that you contact us with respect to product defects).

This data allows us to follow-up on your contact via our website, i.e. to get in touch with you, provide you with information that you may have requested via our website, etc.

The legal basis for this processing is the consent that you have given by submitting to us your personal data for the above mentioned purposes (Art. 6, §1, (a) GDPR).

We obtain this personal data directly from you.

For the above mentioned purpose, we store your personal data for 10 years after having followed-up on your contact plus a verification period of 1 year.

We only share this personal data with IT and software providers with whom we cooperate for our website. This personal data may also be shared with other companies of the group to which we belong or with third companies in the context of a merger or acquisition.

2) Website

When you visit our website, we process your personal identification data (IP address and cookies).

This data allows us to improve your browsing experience on our website and to better tailor our website and webshop to your preferences.

The legal basis for placing essential and functional cookies is our legitimate interest to provide a well-functioning and user-friendly website (Art. 6, §1, (f) GDPR). Analytical, advertising and social media cookies will only be placed if you have given your consent (for more information, see our [Cookie Policy](#)).

We obtain this personal data directly from you.

The expiration date varies per cookie and you can change your cookie preferences at any time (for more information, see our [Cookie Policy](#)).

We only share this personal data with IT and software providers with whom we cooperate for our website. This personal data may also be shared with other companies of the group to which we belong or with third companies in the context of a merger or acquisition.

3) Litigation management

In case of a (potential) litigation, we may process your personal identification data (name, address, telephone number, email address) and any other information that is relevant to the (potential) litigation.

This data allows us to defend our legitimate interests in all forms of dispute resolution.

The legal basis for this processing is the legitimate interest to exercise our (contractual, extra-contractual, legal and other) rights of defense (Art. 6, §1, (f) GDPR).

We obtain this personal data directly from you or via third parties.

For our litigation management, we store your personal data for up to 5 years plus a verification period of 1 year after the expiry of the period for appeal at last instance.

We only share this personal data with third parties on a need to know basis, including public authorities and judicial authorities (i.e. courts and tribunals, bailiffs), banking and insurance institutions, our accounting firm, external legal counsel and debt collection firms. Our IT and software providers also have access to this personal data. This personal data may also be shared with other companies of the group to which we belong or with third companies in the context of a merger or acquisition.

3. Security

We have implemented appropriate technical and organizational measures to ensure the confidentiality of your personal data and to protect your data from accidental and unlawful destruction, loss, alteration, unauthorized disclosure and access.

We have made the necessary contractual arrangements with the third parties with whom we work together and will not transfer your personal data outside the European Economic Area without ensuring that your data is granted an equivalent level of protection there.

We do not engage in automated decision-making.

4. Rights

You can contact us at any time to exercise the following rights:

- A request for access to or rectification of your personal data.
- A request for erasure of your personal data.
- A request to restrict the processing of your personal data.
- A request to object to the processing of your personal data.
- A request to transmit your data to another service provider.
- A complaint if you believe that we are not acting in accordance with the applicable data protection regulations. You can also submit a complaint to the supervisory authority.

You can exercise the above rights by contacting us by e-mail (privacy@cookware-co.com) or by letter to the address mentioned under section 1.

We respect all rights relating to your personal data to which you are entitled under applicable law.

For those processing activities for which the legal basis is a legitimate interest (see [Purposes](#)), you can ask us more information about the balancing test that we have carried out in that context.

In the case of doubt concerning your identity, we may request additional information to confirm your identity.

5. Updates

This privacy policy may be amended from time to time within the limits of the applicable data protection regulations. Via our website you always have access to the most recent version.