

## PRIVACY STATEMENT

RiZZ B.V.

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### **Our commitment to your privacy**

RiZZ respects your privacy and your desire to understand how your information will be handled and used. This Privacy Statement explains how we collect, use and store your information. Using your information in a way that you are comfortable with and keeping your information secure are integral parts of the luxury experience we aim to provide ensures that all information protection and customer legislation standards are met when handling any of your personal information.

References in this Privacy Statement to “we”, “us” and “RiZZ” are to RiZZ B.V. registered office at Ambachtsstraat 11, 3861 RH Nijkerk, The Netherlands.

### **Which data do we collect?**

RiZZ collects and uses information about you to ensure the provision of a lasting luxury experience. When you make a purchase on rizz.design or register an online account, we collect information about you, including:

- your name;
- company name;
- contact details;
- delivery address;
- Chamber of Commerce number;
- bank account number;
- Payment Card information such as name and number, expiration date;
- password (for online customer account);
- IP-address.

RiZZ may also need to ask for additional information from you, e.g. to prevent fraudulent transactions, to comply with anti-money laundering obligations for high value transactions, or to ensure compliance with legal obligations.

### **When do we collect data?**

When you make a purchase online, RiZZ collects necessary information about you to ensure the fulfilment of your order or chosen service. We collect information from you when you:

- visit our website;
- shop online;
- make a purchase;
- send an email with a question or comment;
- chat with us;
- sign up for our newsletter;
- register at one of our international trade fairs.

When you place an order for products or services that are provided, collected or delivered at a later date, we need additional contact details and delivery information from you to complete your order. When we use third party couriers for the delivery of your order, we need to share your contact information with them. Moreover, the processing of your personal data can be a condition for entering into and executing an agreement with you.

### **For which purposes do we collect data?**

In more detail, the purposes for which RiZZ collects your information are:

- to comply with legal obligations;
- to fulfil your order or chosen service;
- to process card payments;
- to provide you with answers, regarding your questions and comments;
- to keep you updated about our activities, collection, promotions, et cetera;
- to improve the quality and security of our website and webshop based on statistical data.

### **Profiling**

Profiling is any form of automated processing of personal data, whereby personal aspects of you are evaluated on the basis of personal data. The legitimate interest for RiZZ of profiling is to analyse and predict personal preferences, interests and behaviour of visitors of the website of RiZZ . This includes

information recorded by third parties about you navigating the RiZZ website. With tracking cookies we can keep track of your online behaviour and we record this data in a user profile. You have the right to object to the use of your personal data for profiling.

### **On which grounds do we collect data?**

RiZZ collects your data on the following legal grounds:

- your consent;
- our legitimate interests;
- preparation and performance of an agreement with you;
- to comply with legal or regulatory obligations.

RiZZ will only send you marketing communications when you have consented to receive them and/or when you are our customer, and exclusively through your preferred channels. We respect changing needs and wants. Therefore it goes without saying that you can update your marketing preferences or opt out at any time.

### **Who are your data forwarded to?**

We employ other parties to process personal data on our behalf. These parties are our hosting providers, payments providers, mailing or messaging companies and marketing companies. We may also need to share your contact information with third party couriers that deliver your order. Your contact details may be shared with a third party courier outside the European Economic zone if this is necessary for executing the agreement with you and the delivery of your order. In addition, we may need to share your information if a legal provision or court order requires this. The parties involved may process your personal data only to the extent that is necessary to perform functions on our behalf and subject to our instructions.

We will not share your information with third parties who wish to market their goods and/or services to you.

Please note that when you visit one of our brand partners in-store or participate in a branded promotion or event, our brand partners may also ask if you want to sign up to receive marketing communications directly from them about their events, products and services. If you provide your personal details to any of our brand partners, the use of that information will be governed by their privacy policy and cannot be managed through RiZZ.

Please ask the relevant sales associate for details about their privacy policy and how you can manage your marketing communications preferences with them.

### **Cookies and social media**

For more information on cookies and the social media that RiZZ uses, we refer to our Cookie Policy, which is available on our website.

### **How can you manage the information we hold about you?**

As part of our commitment to exceptional customer service, where you have provided your consent, we personalise your experience by only sending you marketing communications about exclusive products, services and events we have reason to believe you are interested in.

You can always withdraw your consent and unsubscribe from individual email marketing communications via the “Unsubscribe” link at the bottom of each of our email marketing communications. Please note that it can take up to four weeks for your preferences to be registered in our system, so during this period you may still receive communications from us.

### **Your rights**

You have the following rights in relation to the processing of your personal data by RiZZ .

#### **Right to access**

You have the right to access the personal data which we process. When requested we will provide you with an overview of how we process your personal data. We reserve the right to charge you a reasonable fee for administrative costs in case you request more than one overview.

#### **Right of rectification**

Upon your request we will correct or supplement your inaccurate or incomplete personal data.

#### **Right to erasure**

You have the right to request the erasure of your personal data. We are only obliged to comply with your request in one of the following cases:

- your personal data are no longer necessary for the purposes for which they were originally collected and processed;
- you withdraw your consent and there are no other legal grounds for the processing;
- you object to the processing and we have no legitimate grounds for the processing;
- your personal data have been unlawfully processed;
- your personal data need to be erased to comply with a legal obligation we are subject to.

After receiving your request we will notify you whether we can fulfil this. In case we cannot fulfil your request we will let you know on which grounds.

### **Right to restriction of processing**

You have the right to temporarily cease the processing of your personal data in the following cases:

- you contest the accuracy of your personal data, during a period which allows us to verify the accuracy of your personal data;
- the processing is unlawful and you oppose to the erasure of your personal data and request restriction of the processing instead;
- we do not need your personal data anymore for the purpose of our processing, but you require your personal data for the establishment, exercise or defence of legal claims.

### **Right to object**

You have the right to object against the processing of your personal data in the following cases:

- the processing is based upon our legitimate interests;
- we process your personal data for direct marketing;
- we process your personal data for scientific/historical research purposes or statistical purposes.

We reserve the right to deny your request when we can demonstrate compelling legitimate grounds for the processing which override your interests, or when the processing is necessary for the establishment, execution or defence of legal claims.

### **Right to data portability**

You have the right to receive the personal data which you have provided to us in a structured, commonly used and machine-readable format and to transmit the personal data to another controller. Upon request we can transmit the personal data for you, if this is technically feasible. The right to data portability can only be exercised when the two following grounds have been met:

- the processing is based on your consent or on the performance of a contract; and
- the processing is carried out by automated means.

You can send us a request to exercise one of your rights mentioned above. We reserve the right to take steps to authenticate your identity before we fulfil your request. We will answer your request free of charge, however reserve the right to charge a reasonable fee for carrying out your request in case your request is excessive or manifestly unfounded.

You can send your request to [marketing@rizz.nl](mailto:marketing@rizz.nl) (quoting "Data Subject Request"). Be as clear and precise as possible in your email. In any case state which right you want to exercise and on what grounds. In general we will answer you within one month after receipt of your request. If we require more time we will inform you that we need a maximum of another two months. Within this period of

time we will notify you whether we can fulfil your request. In case we cannot fulfil your request we will let you know on what ground(s).

In case you have any complaints or comments about our privacy practices we would appreciate it if you contact us in the first place. Together we can try to find and take away the source of your complaint.

At any given time you have the right to send a complaint about our privacy practices to the authorised supervisory body of your country.

Please note that we may need to exclude certain information as part of your request, e.g. in order to protect the privacy of other individuals or if we are permitted to exclude the information for legal or other reasons.

### **How do we keep your information secure?**

We make sure that we have information security measures in place to keep your information secure.

We transmit your personal data securely using encryption. This applies to your order and your customer login. We do this using the coding system SSL (Secure Socket Layer). We also use technical and organisational measures to secure our website and other systems against loss, destruction, access, change or dissemination by unauthorised persons.

Where we ask third parties to work on our behalf, before sharing information we always make sure that they have sufficient information security measures in place.

### **How long will RiZZ keep your information?**

We will store your personal data as long as is necessary for the purposes named in this Privacy Statement, especially for the fulfilment of our contractual and legal obligations. We may also store your personal data for other purposes, if or as long as the law allows us to store it for particular purposes, including the defence against legal claims.

Where RiZZ no longer requires information to be in a format where you can be identified personally, e.g. where we keep information for analytical and research purposes or transaction information, we will remove any personal details about you.

**Contacting us**

When you contact RiZZ through any channel (including by phone, mail, email, chat or social media), we will collect information about you in order to respond to your query, request or feedback.

**How will you know if our privacy policy changes?**

If we specifically change the way in which we use your personal information or if we need to notify you about a change to the information that we hold about you, we will contact you.

Any future changes to our privacy policy will be updated online, in this Privacy Statement at [rizz.design](https://rizz.design), with the last date of update displayed below. We encourage you to check this site periodically to learn about the information that we collect, use and share.

If you have any questions regarding data protection at RiZZ B.V., please contact our Data Protection Officer at [marketing@rizz.nl](mailto:marketing@rizz.nl)

The RiZZ Privacy Statement was last updated in 2023.