

Privacy statement and Disclaimer

Coocarooc is entirely aware of its responsibility to issue information that is as reliable as possible. However, it cannot accept any responsibility for errors that can occur in the information provided in any way or form (e.g. verbally, in writing or electronically) by Coocarooc.

Privacy Statement

Coocarooc respects the privacy of all users of its website. Coocarooc ensures that the personal information you provide us with, is treated confidentially.

The personal details that you fill in on the website will be used for the purpose for which you have given the requested information (e.g. request for information and/or order and/or Coocarooc Family). These details will not be sold to third parties and will only be available to third parties that are involved in the execution of your order. Moreover, Coocarooc uses the data to improve its service. If you object to this use, please notify Coocarooc. Your details will then immediately be removed from the system.

Coocarooc uses the collected data in order to provide the following services:

- When you place an order, we use your name, e-mail address, delivery address and payment data to execute your order and to keep you informed about the progress of your order.
- With your permission, we store your personal details, the data in relation to your order and the use of our services. This enables us to personalise the website in order to make your shopping experience at Coocarooc as pleasant as possible.
- We use your e-mail address to inform you about the development of the website and our special offers and campaigns. If you do not wish you receive this information, you can unsubscribe on our website.
- Your data will be saved on a Secure Server, if you require, when you place an order with Coocarooc. You can indicate a user name and password so that your name and address, telephone number, e-mail address, delivery and payment data are stored. This saves you having to fill these details in again at every new order (Coocarooc Family).
- If you decide to write a comment on our website, you can choose to add your name or any other personal data. We like to know our visitors' comments but reserve the right not to publish contributions that do not comply with our website terms and conditions.
- We will ask you your name, address and e-mail address if you reply to a campaign or contest. We use these data to carry out the campaign, to publish the winner(s) and to measure the response to our marketing campaigns.
- Data about the use of our website and the feedback that we receive from our visitors help us to develop and improve our website.

Coocarooc's priority is to safeguard your privacy. However, in some cases it is necessary or required to issue your personal information to third parties. Coocarooc does this in the following situations:

- In order to offer you an excellent service, your personal details will be available to the Coocarooc branches in other countries. They will protect your personal details in accordance with our privacy policy for customers.
- With our service providers, suppliers and strategic partners. Sometimes, it can be essential for Coocarooc to place certain personal details at the disposal of companies that are strategically linked to Coocarooc or work for Coocarooc in order to offer you products and services. These companies help Coocarooc with the information processing for example, the credit granting, the processing of orders, the delivery of products, the administration and updating of customer data, the service provision, the assessment of your interest in our products and services or the execution of a customer- or satisfaction survey. These companies will protect your personal details in accordance with our privacy policy for customers. By placing your personal details at the disposal of these companies, the purchase and delivery of products is facilitated and we can offer you a better service. Moreover, you can give us feedback about our products and services in a better way and you have easier access to certain services and special offers and materials on the Coocarooc website.
- Sometimes we can be forced to release your personal details because the law obliges us or as a result of a court case. We can also release your data if we are of the opinion that this is necessary in accordance with the public interest, such as national security or peacekeeping.

The Coocarooc employees and third parties subcontracted by Coocarooc, are obliged to respect the confidentiality of your data.

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Please contact us if you have further questions with regard to the Coocarooc Privacy Statement. We will be happy to assist you if you require information in relation to your details or if you want to change these. This page will always contain the most up to date information, should there be a necessary change in our Privacy Statement.

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