

Privacy Policy (Webshop)

Last updated: 09-12-2025

1) Who we are

Messagehuys Ceintuur B.V.

Ceintuurbaan 252H

1072 GH Amsterdam

The Netherlands

KvK: 88206793

VAT: NL864538029B01

Email: manager@messagehuys.nl

Websites: www.messagehuys.nl, <https://www.messagehuyswebshop.nl/>

IBAN: NL38 RABO 0336 9422 57 (Messagehuys Ceintuur B.V.)

2) What personal data we collect

Depending on how you use our webshop and services, we may collect:

- **Identity & contact data:** name, email address, phone number, shipping and billing address.
- **Order data:** products purchased (e.g., massage oils), quantities, order history, preferences, and messages you provide.
- **Payment data:** payment status and transaction references (payments are handled by our payment provider; we do not store full card details).
- **Customer support data:** communications you send via email, forms, chat, or phone.
- **Technical data:** IP address, device/browser data, and log data.

3) How we use your data

We use personal data to:

- Process and deliver orders (including shipping updates).
- Handle payments, refunds, and customer service requests.
- Manage your account (if you create one) and prevent fraud.
- Improve our webshop, products, and customer experience.
- Send service-related messages (order confirmations, shipping notifications).
- Send marketing communications only where permitted and/or with your consent.
- Comply with legal obligations (e.g., tax and accounting).

4) Legal bases (GDPR)

We process personal data on one or more of these legal bases:

- **Performance of a contract** (to fulfill your order and deliver products).
- **Legal obligation** (e.g., financial administration and tax laws).
- **Legitimate interests** (e.g., fraud prevention, security, improving our webshop).

- **Consent** (e.g., optional marketing or non-essential cookies, where applicable).

5) Cookies

We may use cookies and similar technologies for webshop functionality (e.g., cart), analytics, and (if enabled) marketing. Where required, we will request your consent. You can adjust cookie preferences in your browser settings and/or via our cookie banner (if available).

6) Sharing your data

We share personal data only when necessary to operate the webshop, for example with:

- Payment service providers (to process payments).
- Shipping and logistics partners (to deliver your order).
- IT, hosting, webshop platform, and analytics providers (to run and improve the webshop).
- Accounting providers (to comply with legal obligations).

These parties may process data only on our instructions and under appropriate agreements.

7) International transfers

If any service providers process data outside the European Economic Area (EEA), we ensure appropriate safeguards (e.g., Standard Contractual Clauses) are used where required.

8) Data retention

We keep personal data only as long as necessary for the purposes described in this policy, including legal, accounting, or reporting requirements.

9) Your rights

You may have the right to access your personal data, correct inaccurate data, request deletion (where applicable), restrict or object to processing, request data portability, and withdraw consent (where processing is based on consent).

To exercise your rights, contact us at [**manager@massagehuys.nl**](mailto:manager@massagehuys.nl).

10) Security

We take reasonable technical and organizational measures to protect personal data from loss, misuse, unauthorized access, or disclosure.

11) Complaints

If you believe we have not handled your data properly, you can contact us first. You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

12) Changes to this policy

We may update this Privacy Policy from time to time. The “Last updated” date will be revised accordingly.