

Privacy Policy

1. Introduction

R&F Pharma Pack & Products BV ("we," "us," or "our") is committed to protecting the privacy and security of our clients' ("you" or "your") personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.rf-pharma.nl] or engage with our services.

2. Information We Collect

We may collect and process the following types of information:

- **Personal Identification Information:** Name, job title, company name, email address, phone number, and other contact details.
- **Professional Information:** Business details such as industry, business size, and role within the company.
- **Communication Data:** Records of communications with us, including emails, phone calls, and other correspondence.

3. How We Use Your Information

We use the information we collect for the following purposes:

- **Service Delivery:** To provide and manage our services, including customer support and technical assistance.
- **Communication:** To send updates, marketing materials, and other information that may be of interest to you.
- **Legal Compliance:** To comply with legal obligations, resolve disputes, and enforce agreements.

4. Sharing Your Information

We do not sell or rent your personal information. However, we may share your information with:

- **Service Providers:** Third-party vendors who assist in providing our services, such as IT support, marketing, and payment processing.
- **Affiliates and Partners:** Companies with whom we collaborate for joint marketing activities or service delivery.
- **Legal Authorities:** When required by law or to protect our legal rights, we may disclose your information to government authorities or other relevant entities.

Special and / or sensitive personal data that we process

Our website and / or service does not intend to collect data about website visitors under the age of 16. Unless they have permission from parents or guardian. However, we cannot check whether a visitor is older than 16. We therefore recommend that parents be involved in their children's online activities in order to avoid data about children being collected without parental consent. If you are convinced that we have collected personal data about a minor without this permission, please contact us at sales@rfpharma.nl , then we remove this information.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

6. Data Retention

We retain your personal data for at least 7 years due to as long as necessary to fulfill the purposes outlined in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce agreements.

7. Your Rights

Depending on your location, you may have certain rights regarding your personal data, including:

- **Access:** The right to request a copy of the personal data we hold about you.
- **Correction:** The right to request correction of inaccurate or incomplete data.
- **Deletion:** The right to request deletion of your personal data under certain circumstances.
- **Objection:** The right to object to the processing of your personal data for direct marketing purposes.
- **Restriction:** The right to request restriction of processing under certain conditions.

To exercise these rights, please contact us at sales@rfpharma.nl.

8. International Data Transfers

Your personal data may be transferred to and processed in countries other than your own. We ensure that such transfers comply with applicable data protection laws and that adequate safeguards are in place.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the new policy on our website and updating the effective date.

10. Complaints

If you want to raise a complaint you can do this at the “Autoriteit Persoonsgegevens” the Dutch Data Protection Authority (Dutch DPA) using the following link:

<https://autoriteitpersoonsgegevens.nl/en/submitting-a-tip-off-or-a-complaint-to-the-dutch-dpa>

11. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

R&F Pharma Pack & Products BV
Hoefijzer 1
4326 AG Noordwelle

sales@rfpharma.nl