

Healthy Pet by Melanze, resided in the Netherlands, is responsible for processing of personal details as shown in this privacy statement.

Contact details:

<https://happyhealthypet.app> Melanze, hello@happyhealthypet.app

Personal data we process

Healthy Pet by Melanze processes your personal data when you use our services and/or because you provided this information to us. This could be using a contact form on the website, sending an email directly, or using the Healthy Pet App. Here you will find an overview of personal data we process:

- First and last name
- E-mail address

Special and/or sensitive data we process

Our website and/or service does not have the intention to collect data of website visitors under the age of 16. Unless they have approval of a parent or legal guardian. However, we cannot check if a visitor is younger than 16 or not. We recommend parents to be involved in their children's online activities to prevent their data is processed without your parental consent. If you are convinced we have processed personal data of someone underaged, please contact us at hello@happyhealthypet.app, then we will remove the information.

For what purpose and on what basis we process personal data

Healthy Pet by Melanze processes your personal data for the following reasons:

- Respond to inquiries
- Send our newsletters
- To deliver digital goods

Automated decision-making

Healthy Pet by Melanze does decide on matters that can have (significant) consequences for people based on automated processing. These are decisions taken by computer programs or systems, without a person (for example a Healthy Pet by Melanze employee) sitting in between. Healthy Pet by Melanze uses the following computer programs or systems: SiteGround

How long we store personal data

Healthy Pet by Melanze does not store your personal data longer than is strictly necessary to realise the goals for which your data is collected. We use the following retention periods for the following (categories) of personal data:

When mail is send through contact form or direct, it will delete it after 2 years

Sharing personal data with third parties

Healthy Pet by Melanze will not sell your information to third parties and will only provide it if this is necessary for the execution of our agreement with you or to comply with a legal

obligation. With companies that process your data in our assignment, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. Healthy Pet by Melanze remains responsible for these processing operations. The companies that process your data for us are: SiteGround, Google analytics

Cookies, or similar techniques, that we use

Healthy Pet by Melanze uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit this website. Healthy Pet by Melanze uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work well and to optimise it. In addition, we place cookies that keep track of your browsing habits so that we can offer customised content and advertisements. On your first visit to our website we have already informed you about these cookies and we have asked you for permission to place them. You can opt out of cookies by setting your internet browser so that it does not store cookies anymore. In addition, you can also delete all information previously saved via the settings of your browser.

Cookies are also placed on this website by third parties. These are for example advertisers and / or social media companies. Below an overview:

Cookie: Google Analytics Naam: _utma Function: Analytical cookie that measures website visits Storage period: 26 months

Cookie: facebook Pixel Function: Analyse the facebook profiles that visited the website

View, modify or delete data

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Healthy Pet by Melanze and you have the right to data portability. This means that you can submit a request to us to send the personal information we hold to you or another organisation mentioned by you in a computer file. You can send a request for access, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to hello@happyhealthypet.app.

To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN) black in this copy. This is to protect your privacy. We respond as quickly as possible, but within four weeks, at your request.

Healthy Pet by Melanze also wants to point out that you have the possibility to lodge a complaint with the national supervisor, the Authority Personal Data (Dutch Autoriteit Persoonsgegevens). This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we protect personal data

Healthy Pet by Melanze takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. If you feel that your data is not properly secured or there are indications of abuse, please contact hello@happyhealthypet.app