

ETERNE PRIVACY POLICY

Eterne processes personal data of Users that visit our Online Platform and use our Service. In this Privacy Policy, we would like to inform you of what personal data we process and why. Eterne B.V. is the data controller in respect of the processing of your personal data. Read this information carefully so that you understand how we process personal data and what your rights are.

Where we collect personal data using Cookies, you can find additional information in our [Cookie Statement](#). Words starting with a capital letter have been defined in the Terms and Conditions. You will also find a detailed description of the Service there.

1. What kind of information does Eterne use?

There are two general categories of information we collect and/or ask for.

Information you give us

We process data we receive from you. For instance, when you register as a User or when you contact our Customer Support department.

Account information. If you wish to sell or buy on our Online Platform, you have to

create an Account. To do this, you need to choose a password and enter your email address. You can also create an Eterne Account via a social media account such as Facebook. We will then receive basic information from and retained by that social media account, such as your email address. We may also receive information about your status updates and content you viewed or clicked on using that social media account. You can control the data you allow us to have access to through the privacy settings of the relevant social media website.

Profile information. In addition, to enable you to use our Service and enable us to perform the Service, we will ask you to provide certain information, such as your full name, email address, telephone number, address, date of birth, bank account number and, if applicable, the VAT number and Chamber of Commerce number of your company. This information is required for us to contact you but also to make sure products can be shipped or picked up and you can receive any payments or refunds.

Communication information. When you contact our Customer Support or when they contact you, we collect information about the reason of such contact and all information you provide to us over the phone or email. This also includes any notifications we receive from others about you or the products you offered or bought. Through our Online Platform you are also able to communicate with other Users. We may review, scan or analyse such communications for fraud prevention, risk assessment, investigation and support purposes.

Verification information. If you wish to sell products, you may be asked for a scan or photograph of a valid proof of identification (government-issued photo ID). The information on your proof of identification, which clearly shows at least your full name, date of birth and ID (document) number, is required by the third-party payment processor called Mollie that processes payments on our Online Platform. Mollie is obligated under financial regulations to verify your identity. In performing its services, Mollie acts as a 'data processor' for Eterne. As a payment services provider, Mollie however also has its own obligations with regard to your personal data. Mollie can therefore also be regarded as a 'data controller' with regard to your personal data. For any data processing operations Mollie performs as a data controller, [Mollie's Privacy Policy](#) applies.

Other information. We may ask you to provide us with feedback about our Service through an

email or online survey. We greatly appreciate any feedback and will only process personal data (such as your email address or User ID) which may be collected by us or by our service provider for internal analytical purposes to enhance our Services.

Information we collect automatically

When you use our Online Platform, we collect information about your activities such as clicks, and information about your device to provide you with the best possible Service.

Usage information. We keep interest profiles, qualifications and characteristics of Users, so we know what type of User you are, your location and what products you like. Such information enables us to find out what you are interested in and to personalise our Service for you. For instance, based on your browsing behavior we may offer you targeted marketing emails. If you do not wish to receive such emails, you can unsubscribe from the link in your email or by adjusting your Account settings.

Log data. We automatically collect certain information sent by your internet browser when you use our Online Platform, even if you have not created an Account or are logged in. That information includes, among other things: details about how you've used the Platform (including links to third party applications), IP address, access times, hardware and software information and information about the device you used.

Transaction information. We keep records of transaction and payment data related to Purchase Contracts. This may be more extensive than the concise overview that you can see in your Account.

Cookies. We also use cookies (small text files sent by your computer each time you visit our Online Platform) or techniques similar to cookies such as mobile advertising ID numbers on our website. These techniques enable us, for example, to recognise you, to store your language preferences and settings and to expedite your access to the Online Platform on our website and our app. Please read our [Cookie Statement](#) for further information about how and why we use cookies.

2. For what purposes does Eterne use the information?

Below you can read for what purposes we use your personal data.

The provision of our Service

We use your data firstly in order to fulfill our contractual obligations to you, and to ensure that our Service is provided to you in the best possible way. In this regard we use your data to:

- enable you to access and use our Online Platform, including payment features
- display the Online Platform in a format that corresponds with your internet browser and the device you use
- provide customer service to you via various channels, such as email and phone
- send you status updates, invoices and/or payment reminders by email, SMS, Whatsapp, any other direct messaging or push notifications
- keep our internal administration in order

To provide, personalise, measure and improve our advertising and marketing

We want to make our Online Platform attractive to all of our Users. Therefore, it is in our (legitimate) interest to find out what you click on and what you think about our Service. In this light we process your data to:

- show you suggestions (such as interesting products) and targeted advertisements (on other websites) based on your activities on our Online Platform
- offer and/or inform you about extra services, events, offers, promotions and benefits
- maintain contact via mail, telephone or SMS (or any other direct messaging) or for answering questions

- invite you to provide us with feedback about our Service
- draw up anonymised statistical information that we use for target group and market analysis and for improving navigation on our Online Platform

In order to optimise our Service and marketing activities, we may make use of cross-device tracking via a User ID number (User ID) assigned to you during registration. This User ID is a unique and persistent string of numbers representing you as a user of the Online Platform. Cross-device tracking enables us to track your behaviour across multiple devices that are linked to each other and to combine the data to provide you with personalised content on those various devices. For instance, we may show you personalised content on your computer based on your behaviour on our mobile website. You can manage the way your devices share the data by adjusting the privacy settings on each device separately.

Ensure and maintain a trusted and safe Online Platform

Of course, it is also in our legitimate interest to ensure and maintain a trusted and safe Online Platform. We may also have to process and store your data to comply with legal obligations. For these reasons we process personal data to:

- prevent, trace and counter fraud or any other unlawful use of the Online Platform or Service
- register, mediate and resolve possible disputes or irregularities
- comply with our legal obligations, such as keeping records, and comply with any duties in the context of criminal or other investigations by competent authorities
- enforce our Terms and Conditions and other policies
- use prediction models based on which we may decide to ask for a form of payment security or to obstruct your payment. For example, we use your buying or selling history and location to predict the chance on the purchase agreement being cancelled. Based on the outcome of the model, we may ask you to verify your credit card before placing a payment as a safety measure.

3. When will information be provided to third parties?

When you buy or sell products

When you buy or sell products on the Online Platform, other Users may gain access to data such as your name, address, and phone number, as this may be necessary for the conclusion or execution of the transaction (including delivery). For example, if you conclude a Purchase Contract with another User, your address will be provided for arranging pickup or shipment of products. We may also provide such or other data, such as your email address, to a User in case of any issues between you and that User.

With your consent

We may also provide your data to others if you have consented thereto. For example, another User might want to refund you directly. In those situations, we ask for your permission to share your financial data with that User.

When certain services are provided by third party service providers

We may also engage processors. These are third parties that perform services for us and, in that context, also process personal data. For example, processors may provide us with payment, advertising, customer or sales support services, support us in sending emails or analysing feedback and assist us in securing the Online Platform against fraud. Processors have a duty to maintain confidentiality and may only use the specific data for providing services to us on our instructions.

To ensure safe payment we use Mollie as third party payment service provider. We use Mollie to process most payments made to us and to other Users. In such event your payment information, such as your name, bank account number, date of birth and, if applicable, Chamber of Commerce and VAT identification number will be transmitted to Mollie via an encrypted connection. Mollie uses and processes such information in accordance with [Mollie's Privacy Policy](#).

Third parties to whom we provide your data may be located outside the European Economic Area or they may use servers that are located outside the European Economic Area. The level of protection may be lower in those countries than in the European Economic Area. In such event and where necessary we will ensure that there is a legal basis for such a transfer and that adequate protection of your data is provided as required by applicable law, for example, by using standard agreements approved by relevant authorities and by requiring the use of other appropriate technical and organisational information security measures.

We also use third parties to show you Eterne banners on other websites. These parties use cookies to show you content that interests you. Please see our [Cookie Statement](#). Furthermore, on our Online Platform you may find buttons of Pinterest, Instagram or other social platforms. When you click on these, the relevant platform may log this activity to customise your experience on the social platform.

When we are (legally) obliged to or need to enforce our Terms and Conditions we may also disclose your data to third parties:

- if we feel obliged to do so, for instance in the event of disputes or if your User material is manifestly unlawful
- to comply with statutory obligations, such as court orders
- to cooperate with authorities such as the police or tax authorities
- to enforce performance of the Eterne Terms and Conditions

4. How do we secure your information and how long do we store it?

We take the security of your data seriously and have security procedures and technical restrictions in place to protect your data from unauthorised access, destruction or alteration. In addition to the security measures on our end, such as encryption of your data, we highly recommend you to carefully select a password and make sure to keep your login details secret.

We retain your information for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. Following that period, we will either remove your personal data or anonymise it.

5. How can you control your information?

You can adjust your information associated with your Account by visiting your account settings.

If you'd like to know what information we have about you, you may ask us to provide you with an overview of your personal data. You may also ask us to delete your personal data. You can do this by sending an email to support@eterne.co. Please clarify in the subject whether it is a request to access or deletion. This makes it easier for us to help you as soon as possible. Bear in mind that Eterne may ask you for additional information to determine your identity, such as a copy of your ID card. Furthermore, please know that we may need to retain certain information to comply with national law or regulations (for example to comply with applicable tax laws), to prevent and counter fraud, resolve any disputes, to enforce our Terms and Conditions. Furthermore, in certain cases you may ask us to restrict or to object to certain processing.

When you have provided your consent for certain use of your data by us, e.g for sending you marketing emails, you can easily withdraw your consent. You can do so through your Account or by clicking on an 'unsubscribe' link in an email.

6. What should you do in case of a privacy violation?

If you think we have infringed your privacy rights, we kindly ask you to notify us by sending an email to support@eterne.co. This enables us to investigate the matter as soon as possible. You can also lodge a complaint at the relevant national supervisory authority.

7. Can this Privacy Policy be changed?

Eterne is entitled to amend or supplement the Privacy Policy at any time by posting the amended Privacy Policy on the Online Platform. The most up-to-date version of the Privacy Policy can be found on the Online Platform. We will notify you by email in the event that an amendment or supplementation will significantly affect your rights. The English version of our Privacy Policy is the original version, all other languages are merely translations. In the event of any conflict the English version prevails.

8. Contact

If you have questions regarding this Privacy Policy, you can contact us at any time using the following contact details:

Eterne B.V.

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3581CC Utrecht

The Netherlands

E - support@eterne.co

T - +3130320022