



Privacy Statement TICA

This privacy statement applies to the processing of personal data by TICA.

Introduction

This privacy statement applies to the handling of your personal data by TICA and applies to subsidiaries of PW Markets (KvK 34114889); Trends & Trade Venlo BV operating under TICA Trends and Trade Venlo BV (KvK 27122914), Tica Aalsmeer operating under TICA Trends & Trade Aalsmeer BV (KvK 34114889), Trends & Trade Fashion BV operating under TICA Concept Store BV (KvK 50045369), and B.I.C.C.C. NV operating under TICA Brussels (VAT/ 0428.038.927). Where this statement refers to TICA, it means PW Markets BV and these subsidiaries.

We process your personal data with the utmost care. We value transparency, personal service, and reliability in our operations. Therefore, this statement explains how we handle your data, which personal data we process, and for what purposes. Additionally, this privacy statement outlines your rights and how you can exercise them. TICA may amend this privacy statement if necessary. The most current version can be found at www.tica.nl. It is advisable to review the statement periodically.

About TICA

TICA is the European purchasing partner for independent interior and lifestyle professionals by offering a distinctive range, inspiration, and service. Every day, we strive to create the ultimate lifestyle purchasing platform together. We do this with a range of over 300 brands, inspiration through our own styling and content, and with our services.

If you are uncomfortable with the way TICA uses your data, please feel free to contact us.

TICA Contact Information

privacy@pwmarkets.nl | +31 (0)30 273 96 00

Postbus 2050 | 3500 GB | Utrecht

Chamber of Commerce number: 54964881

Personal Data and Purpose of Use

TICA processes personal data for a variety of purposes:

- Creating and maintaining your customer account with TICA;
- Ensuring that you have insight into the products you have purchased;
- Ensuring that only those registered with TICA can make purchases. Therefore, we perform identity checks for access to our locations;
- Processing orders for products and services at the locations and online;
- Conducting administrative and other management activities;
- Handling questions, complaints, and requests for information;
- Sharing news, service announcements, and promotions via email, SMS, or mail;
- Conducting analyses (often using partially anonymized data) to help improve our processes, services, and offerings;
- Supporting communication and campaigns via social media;
- Ensuring security and preventing and combating theft or other forms of fraud.



In some of the above purposes, we have a legitimate interest in processing these data.

The personal data we process for the various purposes may include the following information:

- Name and initials
- Address and (mobile) phone number
- Gender
- Date of birth
- Email address
- Trade name (for sole proprietorships and partnerships)
- Chamber of Commerce number (for sole proprietorships and partnerships)
- Job title
- Payment and transaction details

The above personal data are known to TICA because you are registered as a customer and have made purchases in the past 24 months, or you have indicated that you wish to receive information from us and have provided your name, email address, and/or phone number.

Cookies

When you visit our websites, cookies are placed on your computer for various purposes. Cookies are small text files that websites can use to make a user's experience more efficient and to improve the website and services.

Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. Without these cookies, the website cannot function properly. These functional cookies may be stored on your device if they are essential for the use of the website.

Statistical cookies help TICA understand how visitors use our website.

Marketing cookies are used to track visitors across different websites. The goal is to display ads that are tailored to and relevant for the individual user. Therefore, we ask for your consent to use this type of cookie through the cookie banner on our website.

Through the cookie banner on our website, you can see which cookies we process, the purpose, and the duration. You can also change or withdraw your consent at any time.

Sharing of Personal Data

We share your personal data with the aforementioned subsidiaries and the following processors in cases specified by law and only when permitted by current legislation and, where applicable, with your consent. We may also share your personal data with third parties resulting from the purposes mentioned earlier.

Parties that process personal data on our behalf or on your behalf include:

- Payment and delivery services
- IT suppliers and service providers, cookie providers (see our cookie banner)
- Payment service providers (and collection agencies)
- Hosting of our website
- CRM system
- Mail servers
- Service providers for location and building access



Retention Periods

Your data is retained by TICA for a certain period, but never longer than necessary for the purposes for which they were collected, unless there is a legal provision, incident, request, objection, or complaint, or until you request the deletion of your data. We retain your data for as long as necessary to properly execute our services and agreements. Your data in our administration is retained within the applicable legal periods. After that, we destroy personal data unless we are legally required to retain them longer.

Security

TICA uses appropriate physical, organizational, and technical security measures designed to protect the integrity and security of your personal data. Periodically, it is assessed whether the security measures in place are still adequate.

Your Rights

You have the following rights:

- Right of access: You have the right to request your personal data that is stored and retained.
- Right to rectification: Are the data incorrect? Or have the data changed? You have the right to correct or complete the personal data we process about you.
- Right to withdraw your consent: You can easily withdraw your consent at any time. To do so, please contact us at:
 - privacy@pwmarkets.nl | +31 (0)30 273 96 00

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- Right to object: Do you not want us to use your data? Then you have the right to stop the use of your personal data.
- Right to erasure: You can request that we delete your personal data.
- Right to data portability: If you need data stored by TICA for transferring to another party or service, TICA will transfer your data as desired, if technically possible.
- Right to restriction of processing: In some cases, you can request that the processing of your personal data (temporarily or otherwise) be restricted.
- Right to file a complaint: Do you want to exercise one or more rights? Feel free to contact our Privacy Officer, Paul van Brakel, via the email address avg@freedom.nl. You also have the right to file a complaint with the Dutch Data Protection Authority (for Belgium, you can contact the Data Protection Authority (GBA)) if you believe that we are not handling your data correctly.

Do you have any further questions? Feel free to contact us using the contact details below.

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