



Privacy Statement TICA

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

Introduction

This privacy statement applies for the handling of your personal data by TICA and applies for daughter companies of PW Markets (Chamber of Commerce no. 34114889); Trends & Trade Venlo BV, acting under the name TICA Trends en Trade Venlo BV (Chamber of Commerce no. 27122914), Tica Aalsmeer, acting under the name TICA Trends & Trade Aalsmeer BV (Chamber of Commerce no. 34114889), and Trends & Trade Fashion BV, acting under the name TICA Concept Store BV (Chamber of Commerce no. 50045369). Wherever reference is made in this statement to TICA, PW Markets BV and these daughter companies are intended.

Your personal data are processed by us with the greatest possible care. We find it important that our provision of services is transparent, personal, and dependable. That is why we clarify in this statement how we treat your data. We explain, for example, what personal data we process and with what purpose we do so. In addition, your rights, and how you can exercise these, are presented in this privacy statement as well. TICA can modify this privacy statement when necessary. You can find the most current version on www.tica.nl. It is advisable to consult the statement periodically.

About TICA

TICA is the European purchasing partner for independent interior design and lifestyle professionals, that provides a distinctive offer, inspiration, and service. We exert ourselves every day to jointly realize the go-to lifestyle purchasing platform. We do so through our offer of over 300 brands, by inspiring you with our own styling and content, as well as through our services.

If you are not happy with the use of your data by TICA, please do not hesitate to reach out to us.

Contact details TICA

privacy@pwmarkets.nl | +31 (0)30 273 96 00
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Chamber of Commerce number 54964881

Personal data and the purpose of use

TICA processes personal data for a number of purposes:

- The creation and maintaining of your client account with TICA;
- Making sure that you have insight into the products you have purchased;
- Making sure that only the persons registered with TICA are able to make purchases. That is why we conduct ID checks for access at our sites;
- The processing of orders of products and services at the sites and on-line;
- The conducting of our administration and other management activities;
- For the processing of questions, complaints, and requests for information;
- The sharing of news, service messages, and promotion via e-mail, SMS, or by mail;
- So as to be able to carry out analyses (often with partially anonymized data) which help us improve our processes, services, and offer;
- To support communication and campaigns via social media;
- For security and to prevent and counter theft or other forms of fraud.

For some of the purposes above we have a legitimate interest in the processing of such data.

The personal data we process for the various purposes may consist of the following:

- Name and initials
- Address and (mobile) phone number
- Sex

- Date of birth

Privacy Statement TICA, effective for PW Markets BV and its daughter companies.



- E-mail address
- Trade name (one-man businesses and general partnerships)
- Chamber of Commerce number (one-man businesses and general partnerships)
- Position
- Payment and transaction data

The personal data listed above are known to TICA because you are registered with us as a client and you have made purchases from us during the past 24 months. Or you have indicated you want to receive information from us, whereby you have submitted your name, e-mail address and/or phone number.

Cookies

When you visit our websites, cookies are placed on your PC for various purposes. Cookies are tiny text files that can be used by websites to make the user experience more efficient and to improve the provision of services.

- Necessary cookies help make a website easier to use, by enabling basic functions, such as page navigation and access to secured areas of the website. Without these cookies, a website cannot function properly. These functional cookies may be stored on your device if they are necessary for the use of the website.
- Statistical cookies help TICA to understand in what way visitors use our website.
- Marketing cookies are used to track visitors when they are visiting various websites. The purpose is to display advertising that is customized and relevant for the individual user. That is why we ask for your permission for the use of the latter type of cookies via the cookie banner on our website before using them.

You can find out via the cookie banner on our website what cookies we process, and what the purpose and terms are. This also is where you can modify or withdraw your consent at any time.

Sharing of personal data

We share your personal data with the daughter companies listed above and with the processors below, in the cases indicated in the law and only when this is permitted pursuant to current legislation and possibly on grounds of your consent. It may occur that we provide your personal data to third parties if this flows from the purposes for the processing of personal data identified above.

Parties that process personal data by your or our order are:

- Payment and delivery services
- IT suppliers and service providers, cookie suppliers (see our cookie banner)
- Payment service providers (and collection agencies)
- Hosting service of our website
- CRM system
- E-mail servers

Retention terms

Your data are saved by TICA for a certain period, but never for any longer than is required for the purposes they were collected for, unless in the event of a legal arrangement, an incident, request, objection, or complaint, or until you ask for the removal of your data. We keep your data for as long as is necessary to properly carry out our services and agreements. Your data are retained in our records within the legal terms that apply for such. After, we destroy personal data, unless we are legally obliged to retain them any longer.

Security

TICA makes use of appropriate physical, organisational, and technical safeguards that are intended to protect the integrity and safety of your personal data. It is periodically evaluated whether the security measures taken are still sufficient.

Your rights

You have the following rights:



- **Right of perusal:** you have the right to request the personal data that are recorded and kept.
- **Right of rectification:** are some of the data inaccurate? Or have data been altered? You have the right to correct or supplement the personal data we process for you.
- **Right to withdraw your consent:** you can always easily withdraw your consent. For this purpose, contact us via:

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- **Right to object:** don't you want us to use your personal data? In that case you have the right to discontinue the use of your personal data.
- **Right to the deletion of data:** you can ask us to delete your personal data.
- **Right to the transferability of data:** in case you need data that are stored by TICA in the event that you switch suppliers or services, TICA will, if technically possible, transfer your data upon request.
- **Right to restrict processing:** in some cases, you can request to restrict the processing of your personal data (whether or not temporarily).
- **Right to submit a complaint:** would you like to exercise one or more of your rights? In that case, please do not hesitate to contact our Privacy Officer, Paul van Brakel, via the e-mail address privacy@pwmarkets.nl. You also have the right to submit a complaint to oversight agency Autoriteit Persoonsgegevens, if you believe we are not treating your data correctly.

Do you have any more questions? Please do not hesitate to contact us via the contact details below.

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