

Effective date: 1 September 2023

Privacy statement

Welcome to Friendly Giant Gaming! This privacy statement describes how we handle personal data and the rights you, as a data subject, have.

All personal data is collected, processed and secured in accordance with the General Data Protection Regulation. Friendly Giant Gaming is the controller of the processing operations listed below.

For questions or comments on Friendly Giant Gaming's processing of personal data, please contact jelle@friendlygiantgaming.com.

1. From whom do we process personal data?

We process personal data of persons with whom we intend to have, are in contact or have had contact directly or indirectly. Examples include: our customers and prospective customers, and those associated with our suppliers and other companies we have contact with.

2. What personal data do we process?

Below is an overview of the categories of personal data we process:

Categories of personal data	Examples
Identifying data and contact details	<ul style="list-style-type: none"> • First name and surname • Address details • Phone number • Email address
Details of your order	<ul style="list-style-type: none"> • What you order, such as the details of the print or painting job • The price of your order • Other elements of your order that may be of interest
Payment details	<ul style="list-style-type: none"> • Bank account number • Payment variant • Credit card details
Correspondence, conversations and chats	<ul style="list-style-type: none"> • Chats, conversations and (e-mail) correspondence • Messages you send to us via social media
Data that says something about the use of our website and social media	<ul style="list-style-type: none"> • Activities on our website and social media • IP addresses • Data you actively provide or complete in forms • Data about the device with which you use our website or online user environment

<p>Public posts about Friendly Giant Gaming that you leave on the internet</p>	<ul style="list-style-type: none"> • Posts on social media • Reviews
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3. How do we get your personal data?

We receive most data because you provide it to us, for example because you place an order, because you enter data on our website or because you communicate with us.

If you follow Friendly Giant Gaming on social media or communicate with or about Friendly Giant Gaming, we may gain access to some of your public profile information. If you share information about Friendly Giant Gaming through social media, your data may become visible through that social media. Friendly Giant Gaming itself also follows social media channels and may thus access data on social media about you.

4. For what purposes are your personal data processed and on what basis?

Purpose & legal basis	Examples
<p>To establish a relationship with you and execute agreements and assignments</p> <p>Legal basis: necessary for the performance of the agreement</p>	<p>Registering you as a customer</p> <p>Taking, executing and dispatching orders</p> <p>Receiving payments</p> <p>Responding to messages you send us</p>
<p>For the development and improvement of products and services</p> <p>Legal basis: legitimate business interest</p>	<p>To have a good overview of our customers and their relationships</p> <p>To improve our website and services</p>
<p>For relationship management, promotional and marketing purposes</p> <p>Legal basis: legitimate business interest and consent</p>	<p>To inform you of a product that may be of interest to you, or a change to your existing product(s)</p> <p>To display relevant information and make you certain offers</p> <p>To use the services of advertisers to serve ads targeted to a particular audience</p> <p>Promotion through social media</p>
<p>To combat fraud and to protect the position of Friendly Giant Gaming and third parties</p> <p>Legal basis: legitimate business interest and to comply with legal obligations</p>	<p>To protect intellectual property rights</p> <p>To comply with legal obligations, your personal data may also be disclosed to third parties</p>

<p>To ensure the security and stability of IT systems</p> <p>Legal basis: legitimate business interest</p>	<p>Monitoring IT systems</p> <p>To conduct internal audits and investigations</p>
<p>To enter into agreements with suppliers and other partners</p> <p>Legal basis: necessary for the performance of the agreement</p>	<p>Keeping in touch with you</p>

5. To whom do we provide personal data?

Friendly Giant Gaming may use the services of third parties to process your data in accordance with this privacy statement. These parties act as processors for Friendly Giant Gaming and Friendly Giant Gaming will ensure that these parties offer sufficient guarantees with regard to technical and organisational security measures. Third parties who act as processors for Friendly Giant Gaming have entered into a data processing agreement which includes that they will only process data on behalf of Friendly Giant Gaming.

Your data is also passed on to other parties outside Friendly Giant Gaming if we are legally obliged to do so, such as supervisory authorities, because we have to execute an agreement with you or if it is necessary to fulfil agreements with you. We also provide your data to other parties we need in the context of our services.

6. Do we transfer personal data to other countries?

Friendly Giant Gaming may use third-party services to process your data in accordance with this privacy statement. These parties may be based outside the European Economic Area (EEA). We will only do so if this is in accordance with the applicable regulations for the transfer of personal data to countries outside the EEA.

7. How long do we retain your data?

Your data will not be retained longer than we need it for the purposes for which it is collected or processed. Friendly Giant Gaming applies different retention periods depending on the purpose and category of data. If we no longer need the data for the purposes described above, we may still keep the data for archiving purposes, for example for legal proceedings.

8. What happens in case of transfer of the business?

In the future, one or more parts or assets of Friendly Giant Gaming may be transferred to a third party or Friendly Giant Gaming may merge with a third party. In that case, your personal data may be transferred to this third party. Friendly Giant Gaming will inform you in advance in such a case.

9. What are your rights?

You have a number of rights regarding the processing of your data (see below). If you want more information about this or wish to exercise any of these rights, please email jelle@friendlygiantgaming.com.

- Right to withdraw your consent, if we have requested your consent for a particular processing of your personal data;
- Right of access;
- Right to rectification if personal data are incorrect or incomplete;
- Right to erasure if personal data are not relevant for the purpose for which they were collected, if consent has been withdrawn, if you object to personal data processing on the basis of a legitimate interest or if the processing of personal data is unlawful;
- Right to restrict processing if you dispute the accuracy of personal data processed by Friendly Giant Gaming, or you have objected to the processing of personal data by Friendly Giant Gaming;
- Right to data portability;
- Right to object to processing or direct marketing. You have the right to object to the processing of your data in our legitimate interest. We will then make a new assessment to determine whether your data may no longer be used. You can also specifically object to the use of your data for direct marketing;
- Right to not to be subject to automatic decision-making;
- Right to file a complaint. This can be done with Friendly Giant Gaming or with the Personal Data Authority.

10. How do we protect your personal data?

We take appropriate measures to prevent the misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification of personal data. Only persons who need access in view of their position can access your data. All these persons have a duty of confidentiality.

11. Changes

We may change our privacy statement from time to time. This may happen, for example, if there are new data processing operations or in connection with changes in regulations or technological developments. We will inform you of any substantial changes to this privacy statement. If necessary, we will ask your permission for changed or new processing.