



ROYAL MESSAGE BAG
HANDMADE IN THE NETHERLANDS

PRIVACY POLICY

When you place an order at Royalmessagebag.com, we need information about you in order to be able to deliver the order to you. We do this in a careful manner and do everything we can to keep this data safe. Curious about why we need this data and what we use it for? That is what we explain here. Do you have any questions after that? Then you can contact our customer service.

Our privacy policy may be changed if there are new developments that give cause to do so. On this page you will find the most current privacy policy. Check it regularly so that you know when something has changed.

This privacy policy was last updated on March 10, 2019

Contact details of the responsible organisation

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Our privacy policy applies to all personal data of anyone who has (had) contact with Royal Message Bag, such as visitors, customers and business contacts. Personal data are all data that can be traced back to someone as a person. This may include your name, address, place, telephone number and email address, but also data such as an IP address, customer number and other data that are unique to you as an individual. This includes, for example, order history and surfing behavior.

We receive this personal information directly from you when you visit our website, create an account and fill in the information or contact our customer service.

In some cases, we receive your information from others. When someone sends a gift directly to you, we receive your name and address details. We may also obtain information from other parties, but only if you have given those parties permission to provide certain information to us.

Data for processing your order

When you place an order at Royalmessagebag.com, we need certain information in order to be able to deliver the order and to keep you informed about the status of your order. This information is also required for possible returns or repairs. For this purpose, we collect the following data:

- Name
- Email address
- Delivery and billing address
- Payment details
- Phone number

We need this information to process the agreement you have entered (or with one of our sales partners). Your data will be saved until you indicate that it should be deleted.

Details of your contact with customer service

Our customer service is available from Monday to Friday and you can contact us in a way you like. Send an email or call us. Because we store your data, we can help you more quickly at the next contact moment. We save this information as long as you are an active customer.