PRIVACY STATEMENT

Zaluti B.V.

Last updated 11 November 2026 **Chamber of Commerce** 633 09 661 **Address** Kapittelweg 12, 4827 HG Breda

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Article 1 Who are we?

Zaluti B.V. ("Zaluti", "we", "us") is responsible for the processing of personal data as described in this privacy statement.

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Article 2 Which personal data do we process?

Which data we process depends on how you use our website or contact us:

- **Contact details:** first and last name, email address, telephone number and, for business customers and partners, company name and position
- **Address details:** delivery and invoice address
- **Message content:** questions and comments you send us via a form, email, telephone or messaging services
- **Customer and order data:** quotations, orders, invoices, shipments and warranty registrations
- **Payment data:** the data needed to process your payment, such as the payment method and the amount
- **Newsletter:** your name and email address if you subscribe or are a customer of ours
- **Website data:** technically necessary data such as your IP address, and cookies in accordance with your cookie settings (see the cookie policy)

Article 3 For what purposes do we use your data?

- **Contact and advice:** answering questions and providing support and advice.
- **Quotations, orders and deliveries:** preparing quotations, processing orders and shipping products, including shipments abroad and the related customs formalities.
- **Distributors and partners:** managing our cooperation with distributors and partners.
- **Payments:** processing payments.
- **Warranty and service:** registering warranties and handling warranty claims.
- **Administration:** processing agreements, invoicing and complying with legal obligations.
- **Newsletter:** if you subscribe, or if you are a customer and have not unsubscribed. You can unsubscribe at any time via the link in every newsletter or by emailing us.
- **Improving and securing the website:** with cookies and similar technologies, insofar as permitted and depending on your cookie settings, and by protecting forms against spam with Google reCAPTCHA.

Article 4 On what legal basis do we process your data?

We only process personal data if there is a valid reason to do so, such as:

- **Performance of a contract** – for example handling a request, quotation or order, or delivering products

- **Legitimate interest** – for example customer contact, service, answering questions, the newsletter to existing customers and the security of our website
- **Legal obligation** – for example statutory tax retention obligations
- **Consent** – for example for the newsletter if you are not a customer, and for certain cookies. You can withdraw your consent at any time.

Article 5 With whom do we share your data?

We never sell your data. We only share data with parties that are needed to provide our services:

- IT and hosting providers (website, including Cloudflare for security and availability, email and our administration software)
- Google, for protecting our forms against spam (reCAPTCHA)
- payment service providers
- our newsletter service
- shipping and logistics partners and customs agents
- our accounting and tax advisory firm
- messaging services, if you contact us through them
- parties placing cookies, only if you have given consent (see the cookie policy)

We make agreements on security and confidentiality with parties that process personal data on our behalf. We also provide data where we are legally obliged to do so. If Zaluti or its business is sold or merged, personal data may be shared with advisers and prospective buyers and transferred to the new owner.

Article 6 Transfers outside the EU/EEA

Some of our suppliers, such as providers of newsletter and messaging services, Google (reCAPTCHA) and Cloudflare, may process data outside the EU/EEA, for example in the United States. In that case we ensure appropriate safeguards in accordance with the GDPR, such as the EU-US Data Privacy Framework or standard contractual clauses, and additional measures where necessary. If you are located outside the EU/EEA, we transfer your data to you or to our logistics partners insofar as this is necessary to deliver your order.

Article 7 How long do we keep your data?

We do not keep personal data longer than necessary for the purpose for which we received it:

- Data relating to requests and contact is kept as long as necessary for follow-up and service; it is then deleted or anonymised.
- Customer, invoice and administrative data is kept in accordance with statutory obligations (generally 7 years).
- Warranty registrations are kept for the duration of the warranty.
- Newsletter data is kept until you unsubscribe.

Article 8 Cookies

Our website uses cookies and similar technologies. On your first visit, we ask for your consent for marketing cookies via a cookie banner; you can change your preferences at any time. Our cookie policy explains which cookies we use and how you can set your preferences.

Article 9 Zaluti Smart Control App

A separate privacy policy applies to the Zaluti Smart Control App, which is used to set Zaluti scent systems via Bluetooth. It is available in the App and on zaluti.com.

Article 10 Security

We take appropriate technical and organisational measures to protect your data against loss, misuse and unauthorised access.

Article 11 Your rights

You have the following rights:

- **Access:** ask which personal data we hold about you.
- **Rectification:** have incorrect or incomplete data corrected.
- **Erasure:** ask us to delete your data (where permitted and possible).

- **Objection:** object to processing based on legitimate interest.
- **Restriction:** ask us to temporarily stop the processing.
- **Data portability:** receive your data in a transferable format.
- **Withdrawal of consent:** withdraw consent you have given at any time.

Would you like to exercise one of these rights? Email us at welcome@zaluti.com. We may ask you to confirm your identity, so that we can be sure we are helping the right person. You also have the right to lodge a complaint with a data protection supervisory authority, such as the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) or the authority in your country of residence.

Article 12 Children

Our website and services are not intended for children under the age of 16. We do not knowingly collect data from children. If you believe this has happened, please contact us.

Article 13 Automated decision-making

Zaluti does not take decisions with significant consequences based solely on automated processing.

Article 14 Changes

We may update this privacy statement if our working methods or the law change. The most recent version is always available on this page.

Article 15 Contact

Questions about privacy? Email us at welcome@zaluti.com.