Privacy Policy
RAPidGear BV

Last Updated: 01 December 2024

This Privacy Policy explains how RAPidGear BV (referred to as the "Site," "we," "us," or "our") collects, uses, and discloses your personal information when you use our services, visit our website, or communicate with us in any way related to the Site (collectively, the "Services"). For this Privacy Policy, "you" and "your" refer to any user of our Services, whether as a customer, visitor, or other individual interacting with us.

Please review this Privacy Policy carefully.

Updates to This Privacy Policy
We may update this Privacy Policy periodically to reflect operational, legal, or regulatory changes. Any updates will be published on the Site with the revised "Last Updated" date. Where required, we will notify you of significant changes in accordance with applicable laws.

Collection and Use of Personal Information
We collect personal information from various sources to provide and improve our Services, fulfill our obligations, and comply with applicable laws. The type of information collected and how it is used may vary depending on your interactions with us.

Categories of Information We Collect:

1. Information You Provide Directly
- **Contact Details**: Such as your name, address, phone number, and email address.
- **Order Details**: Includes billing and shipping addresses, payment details, and purchase history.
- **Customer Support Correspondence**: Any information you provide when contacting us for support or inquiries.

2. Information We Collect Automatically
- **Usage Data**: Such as your IP address, browser type, device information, and details about how you navigate and use our Site.
- **Cookies and Similar Technologies**: We use these to improve your user experience and gather analytics. For more details, see our Cookie Policy.

3. Information from Third Parties
- **Service Providers:** We may receive data from payment processors, shipping companies, or marketing partners who assist in delivering our Services.

All personal information collected is handled in accordance with applicable data protection laws.

How We Use Your Information
We use your personal information for the following purposes:

1. To Provide Our Services
- Process and fulfill your orders.
- Facilitate shipping and delivery.
- Manage your account and provide customer support.

2. Marketing and Communication:
- Send promotional offers or updates via email, text, or mail. You can opt out at any time.
- Tailor advertisements and content based on your preferences and interactions.

3. Fraud Prevention and Security:
- Detect and prevent fraudulent or unauthorized activities.
- Maintain the security of our systems and ensure the safety of our users.

4. Legal Compliance:
- Fulfill our legal obligations, such as record-keeping and responding to lawful requests from authorities.

Sharing of Personal Information
We may share your personal information in the following circumstances:

-**With Service Providers**: Such as logistics partners, payment processors, and IT service providers to facilitate our operations.

-**With Marketing Partners**: To deliver tailored advertisements and promotional content.
-**When Legally Required**: To comply with legal obligations or in response to lawful requests.
-**With Your Consent**: Where you explicitly authorize us to share your information.

We do not sell or share sensitive personal data for purposes beyond those outlined above.

Retention of Personal Information
We retain your personal information for as long as necessary to fulfill the purposes for which it was collected, including to comply with legal, regulatory, or reporting obligations. Specific retention periods may vary based on the type of data and applicable legal requirements.

Your Privacy Rights
Depending on your location, you may have the following rights regarding your personal data:

1. **Access and Portability**: Request access to the data we hold about you or receive a copy in a portable format.
2. **Correction**: Request corrections to inaccuracies in your personal data.
3. **Deletion**: Request the deletion of your personal data where applicable.
4. **Restriction of Processing**: Limit the processing of your data in specific situations.
5. **Consent Withdrawal**: Revoke consent where processing is based on your consent.
6. **Complaint Submission**: Lodge a complaint with your local data protection authority.

To exercise these rights, contact us at the details provided below. Note that some rights may be subject to legal exceptions.

Security Measures
We implement appropriate technical and organizational measures to safeguard your data. However, no system is completely secure, and we encourage you to take precautions when sharing personal information online.

Third-Party Links
Our Site may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. Please review their policies independently.

International Data Transfers
If you access our Services from outside the European Economic Area (EEA), your information may be transferred to, stored, or processed in countries that may not have equivalent data protection laws. When making such transfers, we implement appropriate safeguards, such as Standard Contractual Clauses, to protect your data.

Contact Us
For any questions about this Privacy Policy or to exercise your rights, contact us at:

-**Email: team@rapidgear.cc**
-**Address: Edisonstraat 20B, 2171TV Sassenheim, The Netherlands**

RAPidGear BV is the data controller responsible for the processing of your personal information unless stated otherwise.

Thank you for trusting RAPidGear BV with your information. We are committed to protecting your privacy and ensuring transparency in our practices.