

Privacy Policy

AIRTENDER is part of Airtender (hereinafter, "AIRTENDER") collects your information on AIRTENDER.com, Nanostopper.com and Airtender.com subdomains (each, a "site") in a variety of ways. This information is used to provide users with AIRTENDER products and services, to enable us to understand how visitors navigate our site and to provide advertising relevant to your interests, provided you have given your prior consent.

This privacy policy ("Privacy Policy") applies to all personally identifiable consumer information collected through the Site, the use of AIRTENDER products and linked ("Products"), your registration on the Site and the use of the Airtender application ("App"). It describes the types of personal information we collect and record, and how we process and use it, our use of cookie files, and the ways in which you can exercise your rights with respect to your personal information. This Privacy Policy applies in addition to the Terms of Use and other terms and conditions that may apply to the Products, Site and App. If you would like more information or have any questions about this privacy policy, please contact us by email at the following address: privacy@airtender.com.

Purchase and log-in information: when you purchase AIRTENDER products from our site, we ask for your name, e-mail address, billing and shipping address, credit card information and other information necessary to complete the transaction. When you create an AIRTENDER account, your name, billing and shipping address, and the last four digits of your credit card information may be stored. If you do not pay by credit card, we will retain the last four digits of your bank account. We do not collect or store your full payment details. Our payment processing service provider, Ingenico Payment Services, collects and stores your full card details, even as a guest user, from the time an order is placed until it is dispatched. If you create an AIRTENDER account and choose to have payment card information stored, Ingenico Payment Services, will store your payment information. We keep your data for a period of at least 10 years, thanks to which we can help you in case of problems with any products.

Mailing list information: You may choose to provide your e-mail address through a subscription form on our site. If you consent, your e-mail address may be used to send you news about AIRTENDER and our other entities related services, products or promotions. We may use one or more service providers to manage these messages, but we will not share your e-mail address with spammers or other third parties without your consent.

Website Usage Information: Like many websites, we analyse log file information and other data collected via cookies, web beacons and other tracking technology to gather information about your browsing habits when you visit our site, including for example your browser type, domains, page views, IP address, pages you visit/exit, information about how you interact with our site's web pages and third-party links, trends in traffic and service usage, etc. We use session cookies to keep you logged in while using features of our web application; they disappear after you close your browser. We also use persistent cookies which remain in your browser and allow us to recognise you when you return to the site. We use this to remember your information so that you do not have to re-enter

it, to better understand how you use our site, to diagnose and resolve technical problems, and to otherwise improve our services. In some of our e-mail messages, we use a "click-through URL" linked to content on the Site. We track this click-through data to help us measure the effectiveness of our communications with customers. We also use third-party analytics tools (including Google Analytics) to help us analyse and improve our service. Most Internet browsers automatically accept cookies, but you can change your settings if you prefer not to accept cookies or to ask whether you want to accept them. If you have set your browser to refuse cookies, parts of our site may not work for you. Please note, depending on your device type or browser, it may not be possible to remove or disable all tracking mechanisms on your device.

Online tracking and your choices:

As discussed above, because we track website usage information through the use of cookies for analytical and internal purposes, your selection of your browser's "Do Not Track" option may not affect our collection of cookie information for these purposes. The only way to completely opt out of the collection of information through cookies or other tracking technology is to actively manage the settings in your browser or mobile device to remove and disable cookies and other tracking/recording tools. (To learn more about deleting cookies, gifs/webbakens, and related technologies, please allaboutcookies.org visit).

We allow third party advertising partners to use cookies and other technology to collect information about your browsing activities over time and across different websites when you use our site. For example, we use advertising services from third-party advertising partners, such as Google Display Network and AdRoll, to market our services on other websites. Through a process called "retargeting," each service places a cookie on your browser when you visit our site so that they can identify you and serve ads to you on other sites on the Internet based on your browsing activity. To prevent these third parties from tracking their advertisements, you can change your browser settings to refuse cookies or to notify you when cookies are set and you can select the Do Not Track option in your browser. However, we have no control over this and cannot confirm that these third-party advertising partners honor the Do Not Track browser signal.

Third Party Sites and Features: Our site may contain links to other websites operated by third parties and may include social media features such as Facebook and Twitter buttons (such as "Like", "Tweet" or "Pin"). These third party sites may collect information from you when you click a link and the social media sites may automatically record information about your browsing habits each time you visit a site that has a social media button. Your interactions with these features are governed by the privacy policy of the company providing the feature, not by our privacy policy. We have no control over what information these third parties collect. Please check the privacy settings on your social media sites and think twice before clicking on links that may take you to a third-party website.

Minors: Our site does not knowingly collect or store personal information about children under the age of 18. You agree at the time of purchase that you are over 18 years of age. If you are not, you hereby confirm that you have the consent of a parent or guardian and provide proof of such consent.

SHARING DATA: We do not share your contact information for any commercial or marketing purpose unrelated to the delivery of AIRTENDER products and services without first asking you. We do not rent or sell our customer lists.

Our service technicians and other AIRTENDER employees supervise access to your information so that they can answer your questions when you contact us for help and so that they can check our servers for technical problems.

We share your information with our service providers, vendors or consultants who perform services on our behalf in connection with delivering or improving AIRTENDER products and services, including identifying and presenting targeted advertising, content or service delivery, billing or providing analytics services . Our service providers will have access to your information as reasonably necessary to provide the service.

Except as described herein, we will only disclose personally identifiable information about our users to a third party if required to do so by law, or in the good faith belief that such action is necessary to comply with the law or respond to a court order, subpoena or search warrant.

SECURITY: AIRTENDER takes security seriously and cares about the integrity of your personal information. We use commercially reasonable physical, administrative and technological methods to transmit your information securely, including HTTPS, SSL and 128-bit encryption. However, AIRTENDER cannot guarantee that unauthorised third parties will never be able to circumvent our security measures or use your personal information for inappropriate purposes. In the event that information under our control is compromised as a result of a security breach, we will take reasonable steps to investigate the situation and, where appropriate, notify the individuals whose information may have been compromised and take other steps, in accordance with applicable laws and regulations.

Hosting: Our website is hosted from the Netherlands. Our hosting provider, Trans-ip complies with all European guidelines concerning the new privacy legislation. For more information about our hosting and our hosting provider please visit www.transip.nl. Besides the hosting at Trans-IP, the webshop runs on the Shopify system. Shopify International Limited, a private company limited by shares, incorporated in Ireland under registration number 560279, with its registered offices located at 2nd Floor Victoria Buildings, 1-2 Haddington Road, Dublin 4, D04 XN32, Ireland, VAT number IE 3347697KH and its website is at <https://www.shopify.com/>.

Exercising your rights

You have the right to request access, modification and/or deletion of the personal data we have stored about you or to oppose our processing of it. In addition, you can object in advance to the processing of data, please note that you may not be able to order products with this request. You also have the right to transfer data, if you place a request to transfer your data from AIRTENDER to another party, you can do so via AIRTENDER. In addition, you always retain the right to revoke your consents to AIRTENDER, have you ever agreed to the newsletter, but no longer want this, please send an e-mail to privacy@airtender.com. To submit such requests or questions about this privacy policy, please send an e-mail to the following address: privacy@airtender.com...

You also have the right to file a complaint about AIRTENDER with the Personal Data Authority. If you have complaints about AIRTENDER's privacy policy you can contact the Personal Data Authority via this link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens>

You can also contact us by email at hello@airtender.com or by mail at the address listed below.

Changes to Privacy Policy: Please note that this privacy policy may change from time to time. We will not reduce your rights under this Privacy Policy without notifying you - either on the Site or by contacting you - and giving you the option of no longer using the Site.

If you have any questions, please contact us at hello@airtender.com

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