Privacy Policy

Version of Nov 15, 2026

Your privacy is of great importance to LAZE. We adhere to privacy laws, ensuring that your data is secure with us, and we handle it responsibly. In this privacy statement, we explain how we process the information we gather about you.

If you have any questions or want to know what information we precisely hold about you, please contact us at info@laze.nl.

Handling orders
When you place an order with us, we use your personal data to process it. We may provide your personal data to our delivery service to fulfill the order, and we receive information about your payment from your bank or credit card company. For this, we use your payment details, address details, IP address, email address, phone number, and billing address. This is a legal requirement. We retain this information until your order is completed and for seven years thereafter (as required by law).

Sharing with third parties
We collaborate with specific companies that may receive the aforementioned personal data from us.

For order processing, we partner with:

- Payment provider: Mollie
- Courier services: PostNL, GLS, NE Distri & DHL

Access to personal customer environment
On our website, you can create a personal customer environment that you can manage. We keep track of your orders and their dates to provide evidence. For this, we use your address details, payment details, billing address, IP address, phone number, and email address. We do this based on your consent.

Request for a sample or quote
If you request a sample or a quote through our website, we use the details you enter in the form, such as your name, email address, phone number, and address. We use these details to handle your request, send your sample, and contact you about your request. We do this because you ask us to and because it is necessary to prepare a quote or order. We retain these details for as long as necessary to handle and follow up on your request. You will only receive a newsletter if you have subscribed to it.

Newsletter
You can subscribe to our newsletter. For this, we use your email address and, if you provide it, your name. We do this based on your consent. We only send a newsletter when we have something to share, at most once a month. Every newsletter contains a link to unsubscribe. We retain this information until you unsubscribe.

To send the newsletter and maintain our customer list, we work with Mailchimp. Mailchimp is based in the United States. If you subscribe, Mailchimp receives your email address and name. If you place an order, Mailchimp receives your name, email address, and order details. You will only receive a newsletter if you have subscribed to it. Mailchimp tracks whether a newsletter is opened and which links are clicked.

Shopping cart reminder
If you enter your email address at checkout and do not complete your order, we store your shopping cart and your email address. We then send you a reminder by email at most twice: after about an hour and after two days. We do this based on our legitimate interest in helping you complete your order. Every reminder contains a link to opt out. Once you complete your order, the reminders stop. We delete an uncompleted shopping cart after 60 days.

Review request after your order
After an order in our online store, we send you one email asking whether you would like to write a review on Google. For this, we use your email address and first name. We do this based on our legitimate interest in learning from our customers' experiences. The email contains a link to opt out. If you write a review, you do so with Google, and Google's privacy policy applies.

We send the shopping cart reminder and the review request from our own online store, through our email provider Hostnet in the Netherlands.

Statistics and profiling
We gather statistics about the usage of our online store to enhance its functionality and provide more relevant information. We may combine your personal data to better understand your preferences, always respecting your privacy. If you prefer otherwise, please inform us. For this, we use your phone number, email address, IP address, address details, and billing address, with your consent.

Sharing with third parties
We may advertise online, for example through search engines and social media. For this purpose, tracking pixels from these platforms may be present on our website, which collect data about your visit to our online store. These parties may be located outside the EU.

Sharing with other companies or institutions
Except for the mentioned partners, we do not disclose your personal data to other companies or institutions unless legally obligated (e.g., demanded by the police in case of suspected crime).

Our online store includes social media buttons that collect your personal data by the administrators of these services.

Cookies
Cookies are small pieces of information stored by your browser on your computer. We use them within legal limits to collect information about the use of our services to enhance and customize the experience. You can configure your browser to reject cookies during your shopping with us.

Google Analytics
We use Google Analytics to track how visitors use our online store.

Security
Securing personal data is crucial for us. We ensure that your data is well-protected, regularly updating security measures.

Changes to this privacy statement
As our online store evolves, the privacy statement may change. Always check the date above and regularly review for new versions.

Access, modification and deletion of your data

If you have questions or want to know what personal data we have about you, contact us using the details below.

You have the following rights:

- Explanation of the personal data we have and its use.
- Access to the specific personal data we have.
- Correction of errors.
- Deletion of outdated personal data.
- Withdrawal of consent.
- Objection to specific uses.
- Please clearly identify yourself when requesting changes or deletions to ensure accuracy.

Filing a complaint
If you believe we are not assisting you correctly, you have the right to file a complaint with the supervisory authority, the Autoriteit Persoonsgegevens.

Contact Information:
LAZE
Zijtak 11
1251 RR Laren
info@laze.nl
+31 20 211 76 89