

PRIVACY POLICY

O'Neill Europe B.V. and its affiliates, hereinafter to be referred to as "O'Neill", offer services and products at the stores and websites, in the course of which your personal information, also referred to as "personal data", are processed. We process and protect personal data with due care, meeting the requirements set by privacy legislation (GDPR).

WHAT PERSONAL DATA DO WE USE?

When using our services and websites, you leave behind data. That may include personal data. Examples of situations in which you provide personal data are: placing an online order, making a purchase at or returning an item to the store, subscribing to our newsletter, or applying for a job at O'Neill. Below is a summary of data that you may provide to us:

- Given name and surname;
- Place and date of birth;
- Address details;
- Telephone number;
- E-mail address;
- Payment details;
- Order history;
- Other personal data that you actively provide to us, for example by creating an account, leaving your resume behind when applying for a job, and information that you provide to us in correspondence (both orally and in writing).

Furthermore, data is also collected automatically when you visit our store or websites (depending on the cookie settings):

- Location data;
- Activities on the website(s);
- (Temporary) IP address and, where possible, the referring website or the linking e-mail;
- Internet browser and device type;
- CCTV footage.

WHAT ARE THE LEGAL BASIS AND THE PURPOSE FOR OUR USE OF YOUR PERSONAL DATA?

Under privacy legislation, we may only use your data if there is a legal basis to do so. Thus, we use your data if you have granted your consent to do so, in the performance of the agreement, based on a legitimate interest, or to comply with a legal obligation. We process your personal data for the following purposes:

- Despatching of the order, processing payment, and communication on the order;
- Creating a personal environment (dashboard) on the O'Neill website(s) in the event of an O'Neill account;
- Preventing and combating fraud;
- Identification;
- Security;
- Promotional campaigns;
- Social media;
- Personal advice;
- Contact with our customer service;

- Newsletter and e-mail;
- Job applications;
- Reviews and customer satisfaction survey;
- To comply with legal obligations, for example, under tax law;
- Analysing your activities on the O’Neill website to improve the website and tailor the range of products and services to your preferences;
- Direct marketing;
- Analyses for statistical and scientific purposes;
- Recording evidence.

If O’Neill processes your personal data based on consent, you may always withdraw such consent, without any requirement to state reasons.

HOW LONG DO WE RETAIN YOUR PERSONAL DATA?

We will not retain or use your data any longer than necessary. After that, we will delete any personal data we hold about you or anonymise such personal data because we need certain data for internal analyses and reports. Some data we need to retain for a long period because we are required to do so by law.

DO WE SHARE YOUR PERSONAL DATA WITH THIRD PARTIES?

O’Neill will share your personal data with other (third) parties if you have granted your consent or if necessary, for the performance of the agreement or pursuant to legal obligations. The parties that we grant access to your data may either use such data only to provide you with a service on behalf of O’Neill or for their own purposes if they have a legal basis to do so, in which case they themselves will be responsible for the processing and protection of your data. To warrant your privacy, we enter into data processing agreements with parties that process your personal data on the instructions of O’Neill. We will always ensure that your privacy remains appropriately protected. O’Neill will remain fully responsible for any such processing and will also implement all reasonable administrative, technical and physical measures to protect your personal data against unauthorised access, accidental loss or alteration thereof.

Third parties, such as advertisers and/or social media companies, may also install cookies on the O’Neill website(s). For more information, please refer to the Cookie Statement.

CONTACT (RIGHT OF ACCESS AND RIGHT TO RECTIFICATION OF PERSONAL DATA)

If you wish to be given access to your personal data, or if you wish to change or delete your data, you may reach us at the address stated below. Unsubscribing for our newsletter or adjusting your e-mail preferences can easily be done in your O’Neill account or using the link at the bottom of the newsletter itself.

- Via email: support-uk@oneill.com
- Via our website: [Submit a request – O’Neill UK](#)
- By post:
O’Neill Europe B.V.
Attn: Customer Service
Oosteinde 32

2361 HE Warmond

If you believe O'Neill has wrongfully used your personal data or if you are not satisfied with O'Neill's response to your request for access, you may notify the Dutch Data Protection Authority or go to court. For more information, please go to <https://www.autoriteitpersoonsgegevens.nl/>.