



PRIVACY STATEMENT

Last updated: 05-04-2025

At Cutpile Studio, we care about your privacy. In this privacy policy, we explain what personal data we collect, why we collect it and how we protect it. This policy applies to the use of our websites www.cutpilestudio.nl and shop.cutpilestudio.nl

Who we are

Cutpile Studio
Rotterdam, The Netherlands
Email: info@cutpilestudio.nl
Website: www.cutpilestudio.nl
Webshop: shop.cutpilestudio.nl

What personal data do we collect?

We only collect personal data that you actively provide to us, such as:

- Name
- Email address
- Shipping address (for orders)
- Phone number (optional)
- Payment details (via secure payment providers)
- IP address (for security and analytics purposes)

Why do we collect this data?

We use your personal data for the following purposes:

- To process and deliver your order
- To contact you about an order or inquiry
- To send you updates or newsletters (only if you opt in)
- For analytical purposes (e.g., via Google Analytics – anonymized where possible)
- To comply with legal obligations (e.g., financial administration)

Custom Orders

If you place a **custom order** (for example, a personalized rug or textile art piece), we may collect additional information such as:

- Your specific instructions or design wishes
- Names, words or texts to be included in the design
- Any reference material you provide (e.g., a photo, sketch or logo)
- We only use this information to complete your custom piece as requested.
- We may ask for your permission to share photos of the finished custom product on our website or social media. We will never publish it without your consent.

Do we share your data?

We only share your data with third parties when necessary, such as:

- Payment processing (e.g., Mollie, PayPal or another provider)
- Shipping (e.g., PostNL, DHL)
- Website hosting and analytics (e.g., WordPress, Google Analytics)

These parties only process your data on our behalf and are required to protect it.

Cookies

Our website uses cookies to improve functionality and to gain insights into how it is used. When you first visit, we ask for your consent through a cookie banner. See our separate [cookie policy](#) for more details.

Cutpile Studio

T: +31 6 2709 4061
E: info@cutpilestudio.nl
W: www.cutpilestudio.nl
W: shop.cutpilestudio.nl

IBAN NL85 KNAB 0775 4430 50
BTW NL005030034B55
KVK 93592949

All our agreements are subject to the General Terms and Conditions of Cutpile Studio.





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How long do we store your data?

We don't store your data longer than necessary:

- Order information: 7 years (required by law)
- Contact form submissions: up to 1 year
- Newsletter data: until you unsubscribe
- Custom order data (e.g. instructions or reference images): up to 1 year after completion, unless you give permission to store it longer (e.g. for future projects or marketing purposes)

Your rights

You have the right to:

- Access your personal data
- Correct your data
- Request deletion of your data (as far as legally possible)
- Object to the use of your data
- Request data portability

To make a request, email: info@cutpilestudio.nl

Data security

We take appropriate technical and organizational measures to protect your personal data from loss or unlawful use.

Complaints

If you have a complaint about how we handle your data, please contact us first. You also have the right to file a complaint with the Dutch Data Protection Authority: www.autoriteitpersoonsgegevens.nl

Changes to this policy

We may update this privacy policy from time to time. The latest version will always be available at www.cutpilestudio.nl.

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