DATA PROTECTION & GDPR COMPLIANCE

FONEZONE

Privacy Policy

Effective Date: November 17, 2026
Contact: info@fonezone.nl
Web: fone-zone.dev

Our Privacy Promise: Fonezone respects your privacy and handles your personal data with strict care in accordance with the European General Data Protection Regulation (GDPR / AVG). We never sell your personal information, and our technicians never access personal files on your device unless strictly necessary for a requested diagnostic test.

1. Who We Are

Fonezone is responsible for the processing of personal data as outlined in this Privacy Policy. We operate physical repair and retail stores in Tiel, Veenendaal, and 's-Hertogenbosch (Den Bosch), as well as our online booking and refurbished device platform at **fone-zone.dev**.

2. Personal Data We Collect

We only collect personal data that you actively provide to us when using our services, visiting our stores, or browsing our website:

- **Contact & Identification Details:** First and last name, email address, phone number, and billing/shipping address.
- **Device & Repair Information:** Device brand, model, IMEI or serial number, reported defect description, and passcode (only when voluntarily provided for post-repair hardware testing).
- **Trade-In Verification Data:** Government-issued ID verification details required by Dutch law when selling or trading in a used device to prevent trade in stolen goods.
- **Business Account Details (B2B):** Company name, Chamber of Commerce (KvK) registration number, VAT number, and corporate invoicing contacts.
- **Technical Website Data:** Essential session preferences, language selection (Dutch/English), and anonymized analytics to keep our website fast and secure.

3. Why We Process Your Data & Retention Periods

Purpose	How We Use Your Information	Retention Period
Repair Bookings & Updates	Scheduling appointments, sending SMS/email repair status notifications, and managing our 12-month warranty.	Up to 2 years after service completion for warranty verification.
Refurbished Orders (Occasions)	Processing reservations, store pickups, deliveries, and warranty coverage for Grade A, B, and C devices.	7 years for statutory tax and accounting compliance.
Trade-In Compliance	Verifying device ownership and fulfilling mandatory Dutch second-hand retail registration rules.	As required by applicable Dutch municipal regulations.

Purpose	How We Use Your Information	Retention Period
Customer & B2B Support	Responding to quote requests, contact inquiries, and corporate service agreements.	Until inquiry resolution or end of business contract.

4. Device Privacy During Repairs

Your personal photos, messages, and apps belong solely to you. Our certified technicians follow strict internal privacy protocols:

- **No Unauthorized Access:** Technicians never browse personal folders, galleries, or accounts.
- **Passcode Policy:** Providing your screen passcode is optional. If provided solely to test camera, microphone, or touch functionality after a repair, it is never stored permanently in our system.
- **Data Wiping on Trade-Ins:** All traded-in devices undergo certified data erasure prior to refurbishment and resale.

5. Sharing Data with Third Parties

Fonezone does not sell or rent your personal data to third parties. We share data exclusively with trusted service partners when strictly necessary to fulfill your request—such as payment processors, parcel delivery carriers, and secure booking/invoicing software providers—under strict data processing agreements.

6. Cookies & Website Analytics

Our website uses functional cookies essential for language preferences (NL/EN), appointment booking steps, and occasion filters. Any analytical cookies used to improve website usability are configured in a privacy-friendly manner without tracking you across external websites.

7. Data Security

We implement appropriate technical and organizational measures—including encrypted HTTPS connections, role-based staff access controls, and secure in-store storage—to protect your personal data against loss, unauthorized access, or misuse.

8. Your Privacy Rights (GDPR / AVG)

Under European privacy law, you have the right to access, correct, or request deletion of your personal data, as well as the right to restrict or object to processing and request data portability. To exercise any of these rights, please email us at **info@fonezone.nl**. We will respond within 14 days.

9. Store Locations & Privacy Contact

Branch	Address	Direct Phone
Fonezone Tiel	Santwyckse Poort 2, 4001 PC Tiel	0344 - 785 608
Fonezone Veenendaal *(Head Office / Manager)*	Hoofdstraat 10, 3901 AL Veenendaal	0318 - 309 620
Fonezone Den Bosch	Burgemeester Loeffplein 2, 5211 RX 's-Hertogenbosch	073 - 785 1244