



## Privacy Statement

When ordering products on the website <https://www.johndeereshop.com> (hereinafter: the "Website"), both John Deere and Mainfreight will be qualified as Data Controllers. This privacy statement informs you in which way Mainfreight acts as Data Controller to you. If you wish to know in what way John Deere processes your personal data, please visit the John Deere privacy statement, you may find it [here](#).

### Contact details of data controller Mainfreight

Mainfreight Logistic Services Netherlands B.V.  
Brede Steeg 1  
7041GV 's-Heerenberg  
The Netherlands  
(hereinafter: "Mainfreight", "we" or "us")

Mainfreight respects and protects your privacy. We will always process your personal data in accordance with this privacy statement and the applicable laws and regulations concerning data protection, among others the General Data Protection Regulation. This privacy statement informs you of the way in which we collect, process and protect your personal data, for what purposes and on which legal grounds. Your personal data will not be retained any longer than is necessary for the purposes for which the data was collected, unless further processing of your data is required by any data protection laws and regulations.

This Statement may be amended over time; we therefore recommend that you check its content regularly. This Privacy Statement dates from October 2019.

### Payment of your order

If you order any of the products on the Website, we arrange the payment via the Website. For this we ask for your payment method and your financial debit- and credit-information, which we combine with your order-number. For the payment process we use third party payment providers. The payment providers are data controllers for their own processing of your personal data in order to process payments. If you wish to know in what way the payment providers will process your personal data, we recommend that you read their data privacy policies.

In short, all data is encrypted and they use the highest possible security PCI standards. The provision of the categories of personal data outlined above is required in order for us to administrate your order. If you do not provide the required information, we will not be able to process your order.

### Order handling and communication

In case you are ordering any of the products via the Website, you enter into an agreement with us. For fulfilling this agreement, some personal data of you is necessary. The personal data which will be asked for on the Website encompasses your name and contact details such as delivery- and invoice address as





well as your phone number. You've provided these data to John Deere, and John Deere shares these data with us.

We use your personal data for administering your order and to fulfill our contractual obligations (processing and delivering your order) in relation to you. We will furthermore use your e-mail address to confirm your order and to send you tracking information to keep you updated about the delivery progress.

Please be aware, ordering products on the Website is only allowed if you have a minimum age of 16 years.

## **Aftercare**

We hope and trust that you are happy with your order and the way of order handling by us. However if you feel dissatisfied or you have any questions, please let us know. We use the data stored in your account in order to help you in response to your question or complaint.

If you decide to return your order (partly) we will make sure that refund takes place in a correct and timely manner. For this, we process your original payment details. Also in this case we use the data stored in your account to help you as soon as possible. We keep notes about your contact with us.

## **Storage period of your personal data**

We will keep your information for as long as legally and fiscally necessary to fulfil the purpose for which it was collected.

## **Sharing your personal data with third parties and third countries**

As mentioned in the topic "Payment of your order" we do share some of your personal data with the Payment Service Providers. However, we don't share more personal data with these parties, than strictly necessary for the purpose of processing payments.

For the delivering of your order, Mainfreight needs to share the shipment details of your order within the European Mainfreight entities. As we do not handle most of the shipments ourselves, it is possible that we ask another logistics party to complete your shipment. For this we only provide them the strictly necessary data.

We make use of a number of external IT service partners, who support us in the hosting, maintenance and support of the applications we use. These external service partners may only use your data in order to provide the relevant services. They may not, therefore, use this data for their own purposes or forward it to others.

Via one of our IT service partners, your personal data will be transferred to India. For this, we have taken appropriate security measures to ensure that your personal data is adequately protected. In particular,





we rely upon Standard Contractual Clauses approved by the European Commission to ensure an adequate level of protection for your personal data processing in India. A copy of these Standard Contractual Clauses can be obtained upon request if desired.

Via the Website, you have the possibility to order personalized products. We don't personalize these products by our self, but we make use of an external party in this. If you've ordered any of these personalized products, we provide this external party your personalized text and the product(s) that needs to be personalized. They don't receive any further order details of you.

## Security of personal data

Mainfreight takes appropriate technical and organizational measures to ensure that your personal data is well protected, taken into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing, as well as the risk of varying likelihood and severity for the rights and freedom of natural persons.

With these security measures, Mainfreight tries to protect personal data from unauthorized and unlawful processing, and to prevent accidental loss, destruction or damage of personal data.

## Your rights

You have the right to request Mainfreight for access to or the rectification or erasure of your personal data and the right to restrict the processing of data relevant to you. In certain circumstances you also have the right to object to specific forms of processing and the right to have your personal data transferred to you. If you wish to make use of your rights, please contact us via the contact details in as visible at the bottom of this privacy statement.

You will receive a response to your request within a maximum of one month. This period can be extended by two months, depending on the number of requests and/or their complexity. We will also inform you of this within one month. If your request is rejected, we will also explain the reason for this. In the event that you do not agree with the content of our response or the rejection of your request, you will have the option to submit a complaint to the National Supervisory Authority or to lodge an appeal with the court.

## Questions or concerns

We don't want you to have any concerns about how your privacy is guaranteed, that is why we assigned a Data Protection Officer. Please contact us in case you have any questions or concerns via the following contact details:

Mainfreight Holding BV  
P/A Data Protection Officer  
Industriestraat 10  
7041 GD 's-Heerenberg





The Netherlands  
Privacy@eu.mainfreight.com

If your concern remains unresolved you may raise this directly with the national Data Protection Authority or you can lodge an appeal with the court.

