Catawiki processes personal data of Users that visit our Online Platform and use our Service. In this Privacy Policy, Catawiki would like to inform you of what personal data it processes and why. Read this information carefully so that you understand how Catawiki processes personal data and what your rights are. ok

Where we collect personal data using Cookies, you can find additional information in our Cookie Statement. Definitions in capital letters have been defined in the Terms and Conditions. You will also find a detailed description of the Service there.

A. What user data does Catawiki process?

On visiting the website
Catawiki collects data sent by the internet browser of visitors to the Online Platform sends, as well as information on browsing behavior. This information consists among other things of the IP address, internet browser specifications and data on browsing behavior such as the date, time and duration of the website visit, access to the website (directly, through a link or through a search engine), Lots viewed and search terms used.

Mobile
If you use our mobile website or mobile applications, Catawiki will also collect your mobile advertising ID number (AAID or IDFA). You can reset these numbers. For an explanation on how to do this, visit the websites of Google and Apple. You can also enable Limit Ad Tracking for Apple and select Opt Out of Interest-Based Ads for Google.

In your Account
In order to make the best possible use of the Service, you have to create an Account. To do this, you need to choose and enter a username and password and enter an email address. Users can also create a Catawiki Account with a social media account. Catawiki will then receive certain information from that social media account, such as the username. In addition, in order to verify your identity and perform our Services, we will ask you to provide certain information, such as your name, email address, telephone number, address, bank account number and, if applicable, the Chamber of Commerce and VAT number of your company.

You can change this information in your Account and add further information if necessary at any time.

When you start using the Service, certain data will be kept in your Account, such as favorite Lots, alerts, orders, evaluations from other Users of the Service (reviews and ratings), and messages received and sent via the Account. You can view this information through your Account.
When using the Service
In order to enable you to issue bids in Auctions, you will be assigned a specific user number. This number is visible in bids on the Online Platform. We keep records of transaction and payment data related to Purchase Contracts and payments through or to Catawiki. This may be more extensive than the concise overviews in your Account.

Catawiki keeps interest profiles, qualifications and characteristics of Users, such as whether or not identity has been verified, type of User (Buyer or Seller, Commercial Seller or Consumer) and location.

If you wish to sell Lots, Catawiki will ask you for a copy of a valid proof of identification which shows your full name. Catawiki does not need the other data, including your picture and citizen service number, which must be made invisible and illegible before the copy is sent to Catawiki. After checking the name on the proof of identification, Catawiki will designate the identity of the User in question as verified and destroy the copy.

Correspondence
Catawiki stores correspondence, for example if you contact Catawiki by email or telephone, including recordings of telephone conversations. This also includes any notifications Catawiki receives from or about Users or their Lots.

B. For what purpose does Catawiki process your data?

Provision of the Service
Catawiki processes personal data firstly in order to provide the Service, and to ensure that Users can sell Lots to other Users and buy Lots from other Users. Catawiki also processes personal data in this regard for:
   (i) Arranging payments to and via Catawiki;
   (ii) Invoicing;
   (iii) Verifying identity and checks for the Online Auction;
   (iv) Accounts and internal administration;
   (v) Improvement of our Services; and
   (vi) Displaying the Online Platform in a format that is in keeping with your internet browser and the device you use.

Marketing and communication
Catawiki also processes personal data for marketing and communication purposes, such as for:
   (i) Drawing up anonymized statistical information that we use for target group and market analysis and for improving navigation on the website;
   (ii) Your and our use of social media, implementation of the Catawiki affiliate program, promotions where you can invite your friends and other marketing promotions;
   (iii) Showing suggestions (such as interesting Lots) and targeted advertisements;
   (iv) Offering extra services and benefits;
(v) Informing Users about products, events, offers and promotions from Catawiki; and
(vi) Maintaining contact, for example by sending newsletters, via telephone or SMS or for answering questions.

Irregularities and statutory duties

We take account of the risks and statutory obligations associated with our Online Platform and the Service. In the context, we may use personal data for:

(i) Securing the Online Platform and the Service;
(ii) Preventing, tracing and countering fraud or any other unlawful use of the Online Platform or Service;
(iii) The registration, mediation and resolution of disputes, including the handling of notifications of irregularities; and
(iv) Compliance with statutory obligations, such as requirements to keep records, but also any duties in the context of criminal or other investigations by the competent authorities.

Catawiki Terms and Conditions

Catawiki may also process personal data for the implementation and enforcement of its Terms and Conditions. For instance, when:

(i) Checking whether Users can comply with their payment obligations as well as checking all of the facts and factors that are important for the responsible conclusion and/or execution of the agreement;
(ii) Removing, reducing or changing User Material on the Online Platform;
(iii) Using User Material for promotional, filing or other purposes, in accordance with the license acquired in the Terms and Conditions; and
(iv) Taking measures connected to actions that are conflict with the Terms and Conditions.

C. When will data be provided to third parties?

The data in your Account are largely protected. However, you also have a public profile that other Users can see. You can view and partly manage the relevant data through the profile in their Account. Other Users gain access to additional data if this is necessary for the conclusion or execution of a transaction that you enter into with another User. For example, if you conclude a Purchase Contract with another User, your email address and, if required for picking up or sending Lots, your address will be provided.

We may also engage processors. These are third parties that perform services for us and, in that context, also process personal data, such as for sending mailingshots or securing the Online Platform. Processors have a duty to maintain confidentiality and may only use personal data for providing services to Catawiki.

In the future, Catawiki may transfer one or more components or assets to a third party or merge them with a third party. In that case, we may also be required to transfer your personal data.

We may also disclose personal data to third parties:
(i) If required for realizing agreements concluded between you and other Users;
(ii) If you have given your specific consent for that or if we feel obliged to do so;
(iii) To comply with statutory obligations or court orders;
(iv) To enforce performance of the Catawiki Terms and Conditions; or
(v) If User Material is manifestly unlawful towards the third parties in question.

Third parties are also involved in the use of Cookies. Please see the Cookie Statement for information about this.

Third parties to whom Catawiki provides your data may be located outside the European Economic Area or they may use servers that are located outside the European Economic Area. The level of the right to protection of personal data may be lower in those countries than in the European Economic Area. By using Catawiki's services, Users give their permission for personal data to be transferred outside of the European Economic Area.

When you leave the Online Platform and visit a website belonging to a third party or enter the digital environment belonging to a third party, this Privacy Policy will no longer apply and we refer you to the privacy policy of the third party in question. This is the case, for example, when payments are made via a secure payment environment belonging to a third party, such as iDeal or a credit card company.

D. What should you do in case of a privacy violation?
Catawiki has a procedure for reporting unlawful activity to Catawiki. You can also notify us here if you identify a violation of your privacy on the Online Platform. Catawiki respects and protects the privacy of anyone who makes a report or is the subject of a report. Personal data provided to Catawiki in the context of a report will always be treated in confidence and will only be used for handling the report.

E. What will happen to your personal data if your Account is removed?
When you or Catawiki remove(s) your Account, Catawiki will permanently remove all your personal data. This does not include data that Catawiki is required to store for longer periods in accordance with statutory retention obligations or that are processed by other Users, or User Material that Catawiki intends to use again in accordance with the license issued in the Terms and Conditions.

F. Can you view, correct or delete your data?
You have the right to request your data for inspection. If this shows that Catawiki has processed incorrect personal data or has processed personal data it should not process, you have the right to request that Catawiki correct, supplement or delete the data. You can send any such requests to Catawiki using the contact details below. Catawiki will respond to your request as soon as possible and, if there is reason to do so, will correct, supplement or delete your data as soon as possible.

G. Can this Privacy Policy be changed?
Catawiki may change or supplement this Privacy Policy. The most recent Privacy Policy can be found on the Online Platform or will be brought to the attention of Users when visiting the Online Platform. Catawiki aims to keep the information about the processing of personal data up to date.

H. Contact
If you have questions regarding this Privacy Policy and the use of Cookies on your Online Platform, you can contact Catawiki at any time using the following contact details:

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You can also send an email via the contact form.