

# General Terms

## 1. Definitions

1.1 Transformation Storytelling Lab is registered under KVK 95932305 | BTW NL005178396B02 in the Netherlands and offers products and services via the online store [www.transformationstorytelling.nl](http://www.transformationstorytelling.nl)

1.2 Customer: The individual or business purchasing a product or service from Transformation Storytelling Lab.

## 2. Applicability

2.1 These terms and conditions apply to all offers, orders, and agreements related to the products and services offered by Transformation Storytelling Lab.

## 3. Orders and Agreements

3.1 An agreement is established when the customer places an order, and this order is accepted by Transformation Storytelling Lab.

3.2 Transformation Storytelling Lab reserves the right to refuse orders or request additional information.

## 4. Prices and Payment

4.1 All prices listed are inclusive of VAT, unless otherwise specified.

4.2 Payment must be made via the payment methods offered on the website.

## 5. Liability

5.1 Transformation Storytelling Lab is not liable for indirect or consequential damages resulting from the use of its products.

5.2 The liability of Transformation Storytelling Lab is limited to the value of the delivered product.

## 6. Intellectual Property

6.1 All rights related to the content of the website, including texts, images, and logos, belong to Transformation Storytelling Lab or its licensors. 6.2 It is not permitted to copy or distribute content from this website without permission.

## 7. Privacy

7.1 Transformation Storytelling Lab places a high value on protecting your privacy. Please refer to our Privacy Policy for more information on how we process your data.

## 8. Changes to Terms and Conditions

8.1 Transformation Storytelling Lab reserves the right to amend these terms and conditions at any time. The updated terms will apply once posted on the website.

# Terms and Conditions for Webstore Orders

## 1. General

1.1 These terms and conditions apply to all products and services offered by Transformation Storytelling Lab. 1.2 By placing an order, you agree to these terms. 1.3 Transformation Storytelling Lab reserves the right to amend these terms. The revised terms will apply to orders placed after the changes are made. 1.4 Transformation Storytelling Lab is based in the Netherlands registered under KVK 95932305 | BTW NL005178396B02. Our contact details are as follows:

- Email: [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl)
- Return Address: P.C. Boutenstraat 9, 1382 AM Weesp, Netherlands.

## 2. Products and Services

2.1 Transformation Storytelling Lab offers storytelling cards, storytelling diaries, workshops, courses, and personal sessions. 2.2 Physical products are only delivered within the European Union (EU). 2.3 Products must be delivered within 30 days.

## 3. Orders within the EU

**3.1 Transformation Storytelling Lab delivers orders exclusively within the EU. Orders from outside the EU may be canceled if delivery is not feasible and additional costs applied.**

## 4. Right of Withdrawal

4.1 You have the right to withdraw your order within 14 days of receiving the product without providing a reason. 4.2 To exercise the right of withdrawal, contact us at [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl) within 14 days. 4.3 The product must be returned undamaged, unused, and in its original packaging.

## 5. Statutory Cooling-Off Period

5.1 Customers may cancel their order by contacting [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl) within the statutory cooling-off period of 14 days from the date of purchase. The cooling-off period begins the day after you receive the product. After cancellation, you have an additional 14 days to return the product. The product must be returned undamaged, unused, and, if reasonably possible, in its original packaging. The full purchase price, including original shipping costs, will be refunded within 14 days of receiving the returned product. Return shipping costs are the customer's responsibility.

## 6. Processing and Delivery

6.1 Order processing may take longer during public holidays (December 25, 26, and January 1) and the vacation period (August). 6.2 Transformation Storytelling Lab aims to dispatch products within the indicated delivery timeframe. Customers will be informed of any delays.

## 7. Liability

7.1 Transformation Storytelling Lab is not liable for delays or errors caused by incorrect information provided by the customer. 7.2 Transformation Storytelling Lab is not responsible for damage caused by improper use of delivered products. 7.3 Risk of loss or damage during delivery lies with the responsible party.

## 8. Complaints

8.1 Complaints about products or services can be submitted via [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl). 8.2 We strive to resolve complaints within 14 days.

## 9. Dispute Resolution

9.1 For disputes, you may use the European Online Dispute Resolution platform via the following link: <https://ec.europa.eu/consumers/odr/>.

## 10. Applicable Law

10.1 These terms and conditions are governed by Dutch law. 10.2 Disputes will be submitted to the competent court in the Netherlands.

If you have any questions about these terms, please contact us at [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl). 01-01-2025, Amsterdam, the Netherlands

## Disclaimer | Transformation Storytelling Lab

Welcome to Transformation Storytelling Lab. By accessing and using this website, you agree to comply with the following disclaimer. If you do not agree, please refrain from using the site.

1. **General Information:** The content provided on this website is for general informational purposes only and does not constitute professional advice. Although we strive to provide accurate and up-to-date information, we do not guarantee the completeness, accuracy, or timeliness of any information on this site.
2. **Limitation of Liability:** Transformation Storytelling Lab cannot be held liable for any damages, losses, or injuries that may result from using the information, products, or services on this website. Your use of the site and reliance on any information provided is at your own risk.
3. **External Links:** Our website may contain links to external websites for additional information or convenience. Transformation Storytelling Lab does not control, endorse, or assume responsibility for the content, products, or services provided by these third-party sites.
4. **Product Information and Availability:** All descriptions, images, and prices of products are subject to change without notice. We make every effort to accurately display product colors and features, but cannot guarantee complete accuracy due to differences in display devices.
5. **Intellectual Property:** All content on this website, including text, graphics, logos, and images, is the property of Transformation Storytelling Lab or our content suppliers and is protected by copyright laws. Unauthorized use of any content may violate intellectual property rights.
6. **Privacy and Data Security:** Transformation Storytelling Lab respects your privacy and strives to protect your personal information. Please refer to our Privacy Policy for more details on how we collect, use, and secure your data.

For any questions or concerns, please contact us at [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl).

# Privacy Policy

Transformation Storytelling Lab is committed to respecting your privacy.

This Privacy Policy is provided by **Transformation Storytelling Lab** registered under KVK 95932305 | BTW NL005178396B02 (“we,” “us,” or “our”), and it applies to the ways in which we interact with individuals (“Data Subjects,” “users,” or “you”) in connection with our activities, including, but not limited to:

- Visitors to our website [www.transformationstorytelling.nl](http://www.transformationstorytelling.nl) (the “Site”) and users of any services we provide (“Service”);
- Individual representatives of third-party service providers engaged by us;
- Individuals with whom we interact during the normal course of our activities.

This Privacy Policy outlines how and why we collect, use, store, process, disclose, and transfer personal data in compliance with the EU General Data Protection Regulation (Regulation 2016/679, “GDPR”).

The data collected through the Site is processed by **Transformation Storytelling Lab**, the data controller, which can be contacted at [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl). It applies to personal information provided directly by individuals or through third parties. Additionally, we may permit third-party companies to collect certain information for statistical purposes (e.g., IP addresses) to optimize the efficiency of our website.

By accessing our Service, you accept our Privacy Policy and consent to the collection, storage, use, and disclosure of your personal information as outlined below.

## What Data Do We Collect?

We collect two types of data:

1. **Non-Personal Data:**
  - This includes anonymous usage data, demographic information, referring/exit pages and URLs, preferences, and device/browser details.
2. **Personal Data:**
  - Personal identification details (e.g., name, email, phone number, address).
  - Content of communications, such as questions, feedback, or messages sent to us.
  - Account details, including usernames, passwords, and billing information.
  - Device and browser information, including IP addresses and cookie data.
  - Cookie-related information about your visits to our Site, collected via persistent or session cookies.

## How Do We Collect Information?

We collect information through:

- **Direct Submission:** When you contact us, place orders, or complete surveys.
- **Automatic Data Collection:** Through cookies and similar tools when you visit our Site.
- **Third-Party Sources:** Public records or other entities in possession of your data.

## How Do We Use Information?

We use your information to:

- Provide services, respond to your inquiries, and manage your requests.
- Comply with legal obligations or requests from regulatory authorities.
- Improve and develop our products, services, and marketing strategies.
- Conduct market research and analyze trends.

We do not sell your personal data. Your information is only shared with trusted service providers for legitimate purposes or as required by law.

## Your Data Protection Rights

Under the GDPR, you have the right to:

- **Access Your Data:** Request a copy of your personal information.
- **Rectification:** Request corrections or updates to incomplete or incorrect data.
- **Erasure:** Request the deletion of your personal data.
- **Object:** Restrict or object to our processing of your personal data.
- **Data Portability:** Request that we transfer your data to another organization.

To exercise these rights, please contact us at [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl).

## How Do We Protect Your Data?

We implement technical and organizational measures to safeguard your data, including:

- Storing personal data securely.
- Limiting access to authorized personnel.
- Regularly reviewing retention periods to ensure data is not kept longer than necessary.

## Links to Other Websites

Our Site may contain links to external websites. This Privacy Policy applies only to [www.transformationstorytelling.nl](http://www.transformationstorytelling.nl). We encourage you to review the privacy policies of external websites before using them.

## Updates to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on this page. Please review it periodically to stay informed.

**Last Updated:** 01-01-2025

## Contact Us

If you have questions about this Privacy Policy or wish to withdraw your consent, please contact us at: **Email:** [info@transformationstorytelling.nl](mailto:info@transformationstorytelling.nl)

**Website:** [www.transformationstorytelling.nl](http://www.transformationstorytelling.nl)