

PRIVACY POLICY – SURFLABEL

This privacy policy explains how Surflabel collects and uses your personal data. We handle your data carefully and in accordance with the General Data Protection Regulation (GDPR / AVG).

This privacy policy was last updated on 18 March 2026.

1. Who is responsible for your data?

Surflabel, a trade name of Hester Engineering, is responsible for the processing of personal data as described in this privacy policy.

Company details:

Surflabel (Hester Engineering)

Het Bolwerk 2

4811 DR Breda

The Netherlands

Email: info@surflabel.com

2. What data do we collect?

When you use our webshop, we may collect the following personal data:

- First and last name
 - Address and shipping details
 - Email address
 - Phone number (optional)
 - Payment information
 - IP address
 - Order details
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3. How do we collect your data?

We collect data when you:

- Visit our website
- Place an order
- Fill in a form

- Contact us via email or phone
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4. Why do we use your data?

We only process your personal data when we have a legal basis to do so:

Execution of a contract

- To process and deliver your order

Legal obligation

- To comply with tax and administrative requirements

Legitimate interest

- Customer service
- Fraud prevention
- Improving our webshop

Consent

- For marketing emails or tracking cookies (if applicable)
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5. How long do we keep your data?

We do not store your data longer than necessary:

- Order and invoice data: 7 years (legal requirement)
 - Customer communication: as long as needed for service
 - Marketing data: until you unsubscribe
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6. Sharing your data with third parties

We share your data only when necessary to run our webshop:

- Payment providers (e.g. Mollie, Stripe, PayPal)
- Shipping partners (e.g. PostNL, DHL)
- Hosting and website services
- Analytics tools (if used)

We ensure that these parties handle your data securely and in accordance with applicable laws.

7. Transfer outside the EEA

Some of our service providers may process data outside the European Economic Area (EEA), such as in the United States.

In such cases, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses (SCCs).

8. Cookies

Our website uses cookies to function properly and improve user experience.

We use:

- Functional cookies (necessary for the webshop)
- Analytical cookies (e.g. Google Analytics, if enabled)
- Tracking cookies (only with your consent)

You can manage your cookie preferences via the cookie banner.

9. How do we protect your data?

We take appropriate technical and organizational measures to protect your data, such as:

- Secure connections (SSL)
 - Limited access to data
 - Secure hosting
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10. Your rights

You have the following rights under GDPR:

- Right of access
- Right to rectification
- Right to erasure

- Right to restrict processing
- Right to data portability
- Right to object

You can send your request to: info@surflabel.com

We respond within 30 days.

11. Complaints

If you have a complaint, please contact us first.

You also have the right to file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

12. Changes to this policy

We may update this privacy policy from time to time. We recommend checking it regularly.

13. Contact

If you have any questions about this privacy policy, please contact:

info@surflabel.com
