Privacy policy Water Robin B.V.

English version, translated from the Dutch Original

Last updated: 4 february 2026

Water Robin B.V. (hereinafter: *Water Robin*, *we* or *us*) values your privacy. In this privacy policy we explain which personal data we collect via our webshop **WaterRobin.nl**, for what purposes we use this data, with whom we share it and which rights you have.

This privacy policy has been drawn up in accordance with the EU GDPR.

1. Who are we?

Water Robin B.V.
Oud Loosdrechtsedijk 139
1231 LT Loosdrecht
The Netherlands

Email: info@waterrobin.nl
Chamber of Commerce number: 83968687

Contact person for privacy matters: **Vincent Viool**

2. Which personal data do we process?

Depending on how you use our website, we may process (part of) the following personal data:

2.1 When placing an order

- First and last name
- Billing and delivery address
- Email address
- Telephone number
- Order details
- Payment status and payment method (no full payment details)

2.2 When creating an account

- Name
- Address details
- Email address
- Telephone number
- Username

2.3 Automatically collected data

- IP address
- Browser and device type
- Operating system
- Website usage data (functional and analytical)

These data are processed as much as possible in anonymised form and are used exclusively for technical, security and statistical purposes.

2.4 Comments and reviews

If you leave comments or reviews on the website, we process:

- The data you provide yourself
- IP address and browser user agent (for example for spam detection)

3. Purposes of processing

We process your personal data exclusively for the following purposes:

- Performance of agreements (orders, delivery, payments)
- Creating and managing user accounts
- Customer service, returns and complaints handling
- Compliance with legal obligations (such as tax retention requirements)
- Technical management and security of the website

We do **not** use your data for targeted marketing without your explicit consent.

4. Systems and processors used

4.1 Webshop and CMS

Our webshop operates on **WordPress** with **WooCommerce**. Personal data are processed within this environment for the purposes of order processing, account management, and the technical operation and security of the website.

WordPress and WooCommerce have access to personal data solely for providing (technical) support and ensuring the proper functioning of the software. They do not use these data for their own commercial purposes. We have entered into appropriate arrangements with these parties and apply security measures including SSL encryption (HTTPS**)**, strong password and access policies, and regular updates and security patches.

4.2 Hosting and email

Our website and email services are hosted by **Cloud86**. This party processes personal data solely on our behalf and has implemented appropriate technical and organisational security measures, including SSL encryption and backups.

4.3 Payments
For processing payments we use **Mollie**. Mollie independently processes your payment details in accordance with applicable data protection legislation. Water Robin does not receive full bank or card details.

4.4 Shipping
For the delivery of orders we use **PostNL**. We only share the necessary name and address details to enable deliver of your order. PostNL uses these data solely for the performance of the agreement. Where PostNL engages subcontractors, PostNL may also make these data available to such parties.

4.5 Invoicing and accounting
For our financial administration and accounting we use **AFAS**. Through AFAS we process invoice data and related personal data such as name, address and order details. These data are used solely for administrative and tax purposes and are retained in accordance with statutory retention periods. AFAS acts as a data processor and has implemented appropriate technical and organisational measures to protect your personal data.

5. Cookies

Our website uses functional and technically necessary cookies to ensure the proper functioning of the webshop and user accounts.

More information about cookies can be found in our separate **Cookie Policy**.

6. Retention periods

We do not retain personal data longer than necessary:
- Order and invoice data: **7 years** (statutory tax retention period)
- Account data: for as long as the account remains active
- After account deletion, personal data are deleted or anonymised unless we are legally required to retain them

7. Your rights

Under the GDPR you have the following rights:
- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object

You may submit a request via **info@waterrobin.nl**. We will respond within 30 days.

If you have a user account, you can **delete your account yourself via the account menu**. This will be treated as a request for erasure of your personal data, subject to statutory retention obligations.

You also have the right to lodge a complaint with the competent supervisory authority.

8. Sharing data with third parties

We only share personal data with third parties where this is necessary for:

- Performance of the agreement
- Compliance with legal obligations
- Technical management and security

Appropriate data processing agreements have been concluded with all processors.

9. Changes

We reserve the right to amend this privacy policy. The most recent version is always available on our website.

10. Contact

If you have any questions about this privacy policy or the processing of your personal data, please contact us at:

info@waterrobin.nl