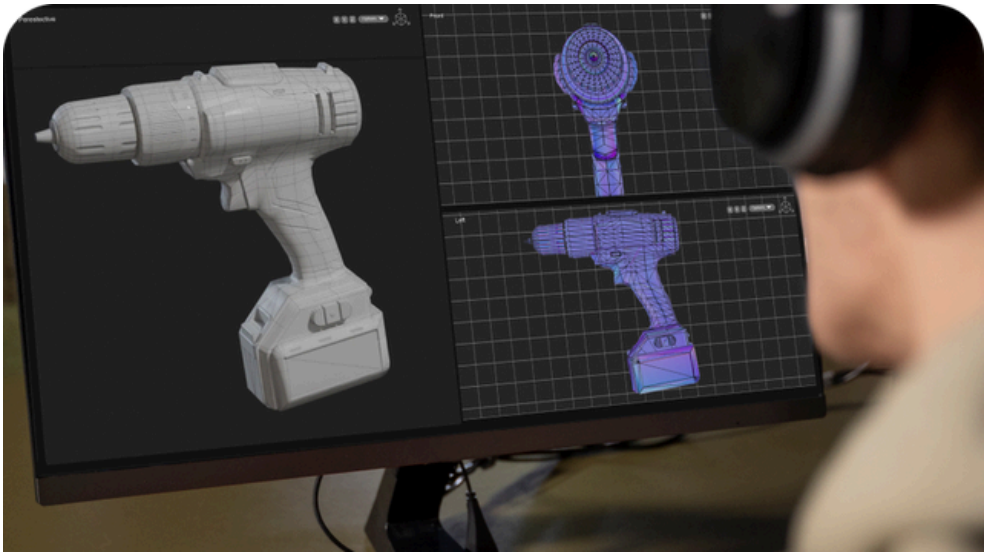
ONLINE 3D PRINTEN

Privacy Policy

15 November 2026



Nißlstraße 24
4040 Linz
Austria
FN 681431f, Landesgericht Linz
VAT no.: ATU83435436

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1. Controller

Controller within the meaning of the General Data Protection Regulation (GDPR, Regulation (EU) 2016/679) and of the Austrian Data Protection Act (Datenschutzgesetz, DSG) is:

Online 3D Drucken e.U.
Nißlstraße 24
4040 Linz, Austria

Commercial register number: FN 681431f
Register court: Landesgericht Linz
VAT number: ATU83435436
Telephone: 085 8222 430
E-mail for privacy enquiries: info@online-3d-printen.nl

Online 3D Printen is the trade name under which we operate on the Dutch market; the responsible legal entity is Online 3D Drucken e.U.
Because we are established exclusively in Austria, the Austrian DSG applies alongside the GDPR as supplementary national law; the Dutch GDPR Implementation Act (Uitvoeringswet AVG) does not apply to us (Article 4 UAVG). The Dutch rules on cookies and electronic marketing (Articles 11.7 and 11.7a of the Telecommunications Act, Telecommunicatiewet) and Dutch consumer law do apply to our Dutch webshop. See section 21 for supervision.
We have not appointed a data protection officer, because the statutory conditions for doing so are not met.

2. Scope

1. This privacy policy applies to the processing of personal data in connection with our webshop online-3d-printen.nl, the placing and handling of orders, the use of a customer account, the uploading of customer files and communication with us.
2. Where a processing operation requires your consent, we request it separately. The mere use of our services does not constitute consent.
3. This policy does not cover the data processing on external websites to which we merely link.
4. Our webshop is not directed at children. We do not knowingly process personal data of persons under the age of sixteen without the consent of a parent or guardian (Article 8 GDPR). If we become aware that we have processed such data without that consent, we delete it.

3. General principles

1. We process personal data lawfully, fairly and in a manner that is transparent to the data subject (Article 5 GDPR).
2. We collect data solely for specified, explicit and legitimate purposes and do not process it in a manner incompatible with those purposes. In particular, we do not reuse order data without a separate legal basis for unrelated advertising, portfolio publication, AI training or product development.
3. We limit processing to what is necessary for the relevant purpose (data minimisation).
4. We take appropriate measures to have inaccurate data corrected or erased.
5. We do not retain personal data longer than is necessary for the purposes or than statutory retention obligations require.
6. We protect personal data by appropriate technical and organisational measures.

4. Legal bases for processing

Depending on the processing operation, we rely on the following legal bases:
– contract or pre-contractual measures (Article 6(1)(b) GDPR) – for example orders, customer account, support;
– legal obligation (Article 6(1)(c) GDPR) – for example tax and accounting retention obligations;
– legitimate interest (Article 6(1)(f) GDPR) – preventing and combating fraud in orders and payments, the security of our webshop and systems, the establishment of or defence against legal claims, and the promotion of our own similar products to existing customers within the legal framework. In doing so we do not process more data than strictly necessary and we weigh in each case whether your interests, rights and freedoms do not override them;
– consent (Article 6(1)(a) GDPR) – for example the newsletter to interested persons and non-essential cookies and tracking.

Overview of the main processing operations (purpose – typical data – legal basis – recipients):
Making the website available – IP address, browser, log files – legitimate interest – Vercel, Laravel Cloud/AWS, DigitalOcean
Security and fraud prevention – IP address, event and device data – legitimate interest – hosting; Mollie
Shopping cart – session ID, products, settings – pre-contractual measures / technically necessary storage – own platform (hosting)
Customer account – name, e-mail address, login data, order history – contract – hosting (Vercel, Laravel Cloud/AWS, DigitalOcean)
Order handling – name, address, products, specifications – contract – hosting; carriers
Payment – transaction ID, amount, payment status – contract – Mollie
Invoicing and accounting – identity, invoice and payment data – legal obligation – FreeFinance, bank, tax adviser, Finanzamt

4. Legal bases for processing (continued)

Overview of the main processing operations (continued):
Delivery – name, address, contact and parcel data – contract – carriers
Support and complaints – messages, images, order data – contract / legitimate interest – Brevo
Customer files / individual orders – STL and CAD files, images, text, specifications – contract – cloud storage (Cloudflare R2)
Newsletter (interested persons) – e-mail address, proof of consent – consent – Brevo
Marketing to existing customers – e-mail address, product category – Article 6(1)(f) GDPR in conjunction with Article 11.7(4) Telecommunicatiewet (if all conditions are met) – Brevo
Reviews – name/pseudonym, review, order verification – consent (publication), legitimate interest (order verification) – Trustpilot, Google (each an independent controller)
Analytics / reach measurement – identifiers, pages, events, device data – consent – PostHog
Advertising – identifiers, behaviour, campaign data – consent – Google Ads (independent controller)

We do not rely on consent where the processing is genuinely necessary for the performance of the contract or for compliance with legal obligations.

5. Hosting and server log files

1. Our website and the associated infrastructure are hosted with Vercel, Laravel Cloud (running on Amazon Web Services, AWS) and DigitalOcean, which process personal data on our behalf. The processing always takes place on servers within the European Union.
2. When the website is accessed, log files are processed for technical reasons, in particular IP address, date and time, resource requested, referrer, browser type and operating system.
3. The legal basis is our legitimate interest in a secure, stable and functioning provision of the website (Article 6(1)(f) GDPR).
4. We retain log files for 30 days and delete them thereafter. In the event of a security incident, we retain the log files concerned for longer, insofar as this is necessary for the investigation.

6. Data security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss and misuse (Article 32 GDPR), in particular encryption of website traffic (HTTPS), access restrictions based on the principle of least privilege, secure storage of customer files and regular back-up and deletion procedures. For security reasons we do not disclose exploitable technical details here.

7. Contact

1. When you contact us via a contact form, by e-mail or by telephone, we process your data in order to handle your enquiry.
2. Fields marked as mandatory are necessary for handling it; without that data we cannot deal with the enquiry.
3. The legal basis is the pre-contractual stage or the performance of the contract (Article 6(1)(b) GDPR) or our legitimate interest in answering enquiries (Article 6(1)(f) GDPR).
4. Enquiries that do not lead to a contract are deleted six months after the handling has been completed. If the enquiry leads to a contract, the retention periods for contract data apply.
5. Recipients are, where necessary, our hosting providers Vercel, Laravel Cloud (running on Amazon Web Services, AWS) and DigitalOcean as well as the e-mail and newsletter provider Brevo, each as a processor.

8. Customer account

1. You can place an order as a guest or via a customer account; creating an account is optional.
2. In the customer account we process in particular name, e-mail address, login data and your order history. Passwords are not stored in readable form.
3. The legal basis is the contract on the use of the account (Article 6(1)(b) GDPR).
4. You can have your account deleted at any time. Order and invoice data subject to a statutory retention obligation are kept until those periods expire and are blocked from further use.

9. Orders and performance of the contract

1. For the handling of orders we process in particular name, invoice and delivery address, e-mail address, telephone number where applicable, products ordered, individual specifications, order history, payment status and complaint data.
2. The legal bases are the contract (Article 6(1)(b) GDPR), legal obligations for invoicing, tax and accounting (Article 6(1)(c) GDPR) and our legitimate interest in security, fraud prevention and the establishment of or defence against legal claims (Article 6(1)(f) GDPR).
3. Providing this data is necessary for concluding the contract; without that data the order cannot be handled.

10. Payments

1. Payments are processed via the payment service providers offered in the ordering process (Mollie).
2. As a rule, you enter payment details directly in the secure environment of the payment service provider. In principle we store only the transaction reference, the payment status, the amount, the payment method and the masked data passed on by the provider.
3. We do not store complete payment card details. The storage of payment means for later purchases is not enabled in advance and is explained separately.
4. The legal bases are the contract (Article 6(1)(b) GDPR) and our legitimate interest in fraud prevention (Article 6(1)(f) GDPR).
5. Payment data that form part of the accounts are retained for seven years pursuant to § 132 Bundesabgabenordnung and § 212 Unternehmensgesetzbuch, calculated from the end of the relevant calendar year. Payment data not subject to that retention obligation are deleted together with the order data.

11. Delivery

1. For delivery we pass on the name, delivery address and the necessary contact and parcel data to the carrier engaged in each case.
2. The legal basis is the contract (Article 6(1)(b) GDPR).
3. We pass on a telephone number only insofar as this is necessary for the delivery or its announcement.
4. We retain delivery data until the delivery has been completed and the complaint and limitation periods have expired, but at the latest for five years after delivery (Article 7:23(2) in conjunction with Articles 3:307 and 3:310 of the Dutch Civil Code, Burgerlijk Wetboek). For invoice-relevant data the seven-year period from section 10 (Payments) applies.

12. Customer service and complaints

1. In the context of customer service and complaints we process your messages, any images sent along and the associated order data.
2. The legal basis is the contract (Article 6(1)(b) GDPR) or our legitimate interest in handling requests and in the establishment of or defence against legal claims (Article 6(1)(f) GDPR).
3. E-mail and support messages are processed via Brevo.

13. Customer files and individual orders

1. For individual orders we process the files and data you upload, in particular STL and CAD files, drawings, photos, logos, names and inscriptions, construction drawings, dimensions, approvals and correction notes.
2. The purpose is the assessment, preparation, production, quality assurance and storage in the context of your order. The legal basis is the contract (Article 6(1)(b) GDPR).
3. Access is limited to the persons involved in carrying out the order and follows the principle of least privilege. Storage takes place with our cloud storage provider Cloudflare (Cloudflare R2).
4. We do not automatically use customer files for portfolios, advertising, social media posts, resale, AI training, design libraries or unrelated product development. For use in a portfolio or for advertising we request separate consent.
5. We retain customer files until five years after completion of the order and delete them thereafter (Article 7:23(2) in conjunction with Articles 3:307 and 3:310 of the Dutch Civil Code, Burgerlijk Wetboek). Because we manufacture the ordered goods ourselves, we additionally retain the production and batch data necessary to identify a product for ten years after it is put into circulation (Article 6:191(2) of the Dutch Civil Code). Quotation files that have not led to an order are deleted 90 days after the quotation expires.
6. Do not include unnecessary sensitive information in uploaded files.

14. Newsletter and direct marketing

1. We send a newsletter only to interested persons who have expressly consented to it. The consent is independent of acceptance of the general terms and conditions and is not pre-ticked.
2. For confirmation we use a double opt-in procedure. The legal basis is your consent (Article 6(1)(a) GDPR in conjunction with Article 11.7(1) Telecommunicatiewet).
3. We send advertising by e-mail to existing customers for our own similar products or services only where all the conditions of Article 11.7(4) Telecommunicatiewet are met: we obtained your e-mail address in the context of the sale of a product or service, and both at the time that address was collected and with each message sent you were clearly and expressly offered the opportunity to object free of charge and in an easy manner.
4. In every advertising message we state our actual identity and a valid postal address to which you can send a request to stop such communications (Article 11.7(7) Telecommunicatiewet).
5. You can withdraw your consent or the receipt of advertising at any time via the unsubscribe link or by sending us a message. After unsubscribing we keep a limited suppression list in order to comply with your objection.
6. The newsletter is sent via Brevo. Whether advertising e-mails contain open or click tracking is described in our cookie and tracking policy.

15. Product reviews

1. Insofar as we collect reviews, we process the data you provide, the review itself and a check of whether it is based on an order.
2. We do not by default publish your full name; publication takes place under name or pseudonym, in accordance with the form.
3. The publication of a review with identifying data is based on your consent (Article 6(1)(a) GDPR). The check of whether the reviewer actually placed an order is based, in order to prevent abuse, on our legitimate interest (Article 6(1)(f) GDPR). Trustpilot and Google (Google Reviews) process reviews on their platforms as independent controllers under their own privacy statements; to that extent they are not our processors.
4. We retain review data until consent is withdrawn or until objection, and at most for three years after publication.

16. Cookies and tracking technologies

1. We use cookies and similar technologies. We use technically necessary technologies without consent; non-necessary technologies (in particular analytics and advertising) only after your consent (Article 11.7a Telecommunicatiewet).
2. Details of the technologies used, purposes, providers, retention periods and the withdrawal of consent can be found in our separate cookie and tracking policy, published at online-3d-printen.nl/voorwaarden.
3. You can change or withdraw your consent at any time via the permanently accessible cookie settings.

17. Recipients and processors

1. We pass on personal data only insofar as this is necessary for the stated purposes, you have consented to it or we are legally obliged to do so.
2. Acting as processors for us are in particular: our hosting and infrastructure providers Vercel, Laravel Cloud (running on Amazon Web Services, AWS) and DigitalOcean, the payment service provider Mollie, FreeFinance (accounting), the e-mail and newsletter provider Brevo, the analytics provider PostHog, the cloud storage provider Cloudflare (Cloudflare R2) and the carriers selected in each case.
3. Processing data as independent controllers are in particular the review platforms Trustpilot and Google (Google Reviews), the advertising provider Google Ads, our bank and our tax and legal advisers. Their own privacy statements apply to their processing; a data processing agreement under Article 28 GDPR does not exist to that extent. In addition, we provide data to competent authorities insofar as we are legally obliged to do so.
4. With processors we conclude agreements under Article 28 GDPR, governing in particular the obligation to follow instructions, confidentiality, security, rules on sub-processors, assistance with data subject rights and data breaches, and the erasure or return of data.
5. We make a complete list of the service providers engaged available on request via info@online-3d-printen.nl.

18. Transfers to third countries

1. Insofar as data are transferred to recipients outside the European Economic Area (EEA), we ensure appropriate safeguards.
2. For transfers to the United States we rely, insofar as the recipient is certified, on the EU-US Data Privacy Framework (adequacy decision of the European Commission, Implementing Decision (EU) 2023/1795). In addition and in all other cases we use the European Commission's standard contractual clauses (Implementing Decision (EU) 2021/914, Article 46 GDPR), with additional measures. Our hosting and infrastructure providers Vercel, Laravel Cloud/Amazon Web Services and DigitalOcean as well as the analytics provider PostHog process data on servers within the European Union; because these are undertakings with a US parent company, access from the United States in the context of administration and support cannot be ruled out and is covered by the safeguards mentioned. In addition, transfers to the United States may take place in connection with Cloudflare and Google.
3. Please note: the adequacy decision is currently fully in force but is under review. The General Court of the European Union dismissed an action for annulment on 3 September 2025 (Case T-553/23, Latombe v Commission); an appeal against that judgment has been brought before the Court of Justice (Case C-703/25 P), on which no ruling has yet been given. In addition, the European Data Protection Board asked the European Commission on 31 July 2026 to assess whether recent US case law on the independence of the Federal Trade Commission has consequences for this framework. We follow these developments and adjust the basis of our transfers where necessary.
4. Information about the specific safeguards and a copy of the standard contractual clauses can be obtained on request via info@online-3d-printen.nl.

19. Retention periods

We do not retain personal data longer than is necessary for the relevant purposes or than statutory retention obligations require. We retain invoice, tax and accounting records for seven years pursuant to § 132 Bundesabgabenordnung and § 212 Unternehmensgesetzbuch, calculated from the end of the relevant calendar year, and longer insofar as they are relevant to ongoing proceedings.

Guideline periods (category – active storage – further handling):
Order data – duration of order and customer relationship – limited archive, up to 5 years after delivery
Invoice and accounting data – business period – 7 years from end of calendar year, longer in ongoing proceedings
Customer service – until resolved – limited archive in the case of possible legal claims
Contact requests – until resolved – deletion 6 months thereafter
Payment data – until settled – 7 years, insofar as relevant for accounting
Delivery data – until delivered – deletion, at the latest 5 years after delivery
Marketing data of interested persons – until withdrawal or 24 months of inactivity – deletion
Review data – until withdrawal or objection – deletion, at the latest 3 years after publication
Proof of consent – as long as needed for accountability – deletion after the risk period
Security logs – 30 days – extension only in the event of incidents
Inactive accounts – 24 months of inactivity – deletion; legally required records are retained
Quotation files – 90 days after expiry of the quotation – deletion, unless an order follows
Customer files / production files – 5 years after completion of the order – deletion; batch data 10 years (Article 6:191(2) Dutch Civil Code)

20. Rights of data subjects

1. Under the GDPR you have the right of access (Article 15), rectification (Article 16), erasure (Article 17), restriction of processing (Article 18), data portability (Article 20) and objection (Article 21).
2. Insofar as the processing is based on consent, you can withdraw it at any time with effect for the future, without affecting the lawfulness of the processing up to the moment of withdrawal.
3. You have the right to object at any time to the processing of your data for direct marketing. If you object, we cease that processing immediately.
4. To exercise your rights you can contact us via info@online-3d-printen.nl or by post: Online 3D Drucken e.U., Nißlstraße 24, 4040 Linz, Austria.
5. We answer requests in principle within one month. This period may be extended by two months where necessary; we will inform you of this within the first month. We request proof of identity only insofar as this is proportionate and there is reasonable doubt about your identity.

21. Right to complain and supervision

Because our only establishment is located in Austria, the Austrian Datenschutzbehörde is our competent supervisory authority for the GDPR; it acts as lead supervisory authority within the meaning of Article 56 GDPR.

Österreichische Datenschutzbehörde
Barichgasse 40–42
1030 Vienna, Austria
E-mail: dsb@dsb.gv.at

If you consider that the processing of your personal data infringes the GDPR, you can also lodge a complaint with the supervisory authority of the country where you live, work or where the alleged infringement takes place (Article 77 GDPR). For the Netherlands this is:

Autoriteit Persoonsgegevens
Postbus 93374
2509 AJ Den Haag
autoriteitpersoonsgegevens.nl

Supervision of the Dutch rules on cookies and unsolicited electronic communications (Articles 11.7 and 11.7a Telecommunicatiewet) rests with the Autoriteit Consument en Markt, Postbus 16326, 2500 BH Den Haag.

You can also turn to the courts. In doing so you have the choice between the courts in Austria and the courts of your habitual residence in the Netherlands (Article 79(2) GDPR).

22. Automated decision-making and profiling

Automated decision-making within the meaning of Article 22 GDPR that produces legal effects concerning you or similarly significantly affects you does not take place. In the payment process the payment service provider may carry out automated fraud checks that may lead to a transaction being refused; in that case you can turn to us to request review by a natural person, the expression of your point of view and the contestation of the decision. Insofar as profiling takes place in connection with advertising, this is described in our cookie and tracking policy and is based on your consent.

23. Data breaches

In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we report this as a rule within 72 hours of becoming aware of it to the competent supervisory authority, the Austrian Datenschutzbehörde (Article 33 GDPR). In the case of a high risk we also inform the data subjects without undue delay (Article 34 GDPR).

24. Changes to this privacy policy

We may adjust this privacy policy to bring it into line with amended legislation, case law or actual processing operations. The current version published on the website always applies.

25. Version date

This privacy policy has the version date 15 November 2026 and applies to the webshop online-3d-printen.nl.