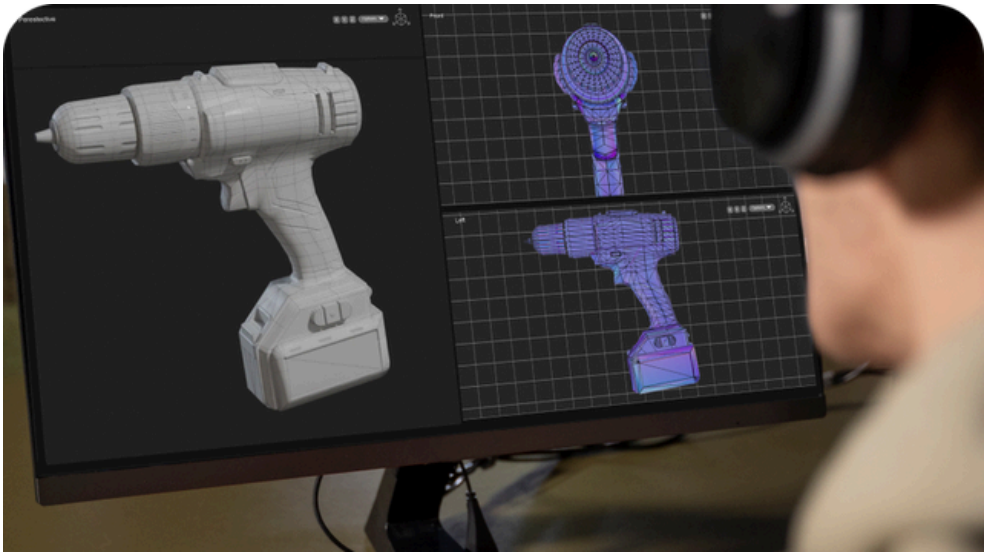
ONLINE 3D PRINTEN

Privacy Policy

3 August 2026



Nißlstraße 24 / 6 / 29
4040 Linz
Austria
FN 681431f, Regional Court Linz
VAT ID ATU83435436

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1 Controller

The controller for the processing of personal data is:

Online 3D Drucken e.U., trading under the commercial name Online 3D Printen

NißIstraße 24 / 6 / 29, 4040 Linz, Austria

Owner: Marius Van Griensven — Firmenbuch no. FN 681431f, Regional Court Linz — VAT ID ATU83435436

Email for privacy requests: [info@online-3d-printen.be]

1. "Online 3D Printen" is the customer-facing commercial name; the responsible legal entity is Online 3D Drucken e.U., which is not a separate Belgian company.
2. We have not appointed a data protection officer, as the statutory conditions for doing so are not met, and we do not describe any general privacy contact as a data protection officer.
3. You can reach us for all privacy matters at the email address above or by post at the address above.

2 Scope

This Privacy Policy applies to the processing of personal data in connection with our webshop online-3d-printen.be, the placing and handling of orders, the use of a customer account, the uploading of Customer files and communication with us.
Where processing requires your consent, that consent is obtained separately. Mere use of our services does not constitute consent. This policy does not cover data processing on external websites to which we merely link.

3 Data-protection principles

We process personal data lawfully, fairly and in a transparent manner (Article 5 GDPR). We collect data only for specified, explicit and legitimate purposes and do not further process it in a manner incompatible with those purposes. In particular, order data is not reused, without a separate legal basis, for unrelated advertising, portfolio publication, AI training or product development. We limit processing to what is necessary (data minimisation), take appropriate measures to correct or erase inaccurate data, store personal data only as long as necessary or as legally required, and protect personal data by appropriate technical and organisational measures.

4 Legal bases of processing

Depending on the processing, we rely on the following legal bases: contract or pre-contractual measures (Art. 6(1)(b) GDPR) — e.g. orders, customer account, support; legal obligation (Art. 6(1)(c) GDPR) — e.g. tax and accounting retention; legitimate interests (Art. 6(1)(f) GDPR) — e.g. security, fraud prevention, legal claims, existing-customer marketing within the legal limits; and consent (Art. 6(1)(a) GDPR) — e.g. newsletter to prospects, non-essential cookies and tracking.

Overview of the main processing activities (purpose — typical data — legal basis — recipients):
Website provision — IP address, browser, log data — legitimate interest — Vercel, Laravel Cloud/AWS.
Security and fraud prevention — IP, event and device data — legitimate interest — hosting, Mollie.
Shopping cart — session ID, products, settings — pre-contractual / necessary storage — own platform.
Customer account — name, email, credentials, order history — contract — hosting.
Order fulfilment — name, address, products, specifications — contract — hosting, shipping providers.
Payment — transaction ID, amount, payment status — contract — Mollie.
Invoicing and accounting — identity, invoice and payment records — legal obligation — FreeFinance, bank, tax adviser, authorities.
Delivery — name, address, contact and parcel data — contract — shipping providers.
Support and complaints — messages, images, order data — contract / legitimate interest — Brevo.
Custom-order files — STL/CAD files, images, text, specifications — contract — Cloudflare R2.
Newsletter (prospects) — email, consent record — consent — Brevo.
Existing-customer marketing — email, product category — existing-customer exception — Brevo.
Reviews — name/pseudonym, review, purchase check — legitimate interest or consent — Trustpilot, Google.
Analytics — identifiers, pages, events, device data — consent — PostHog.
Advertising — identifiers, behaviour, campaign data — consent — Google Ads.
Consent records — choice, timestamp, banner/policy version — legal obligation / legitimate interest — own consent management.

We do not rely on consent where processing is genuinely necessary to perform the contract or to comply with a legal obligation.

5 Hosting and server log files

Our website is hosted by service providers (Vercel and Laravel Cloud, operated on Amazon Web Services) that process personal data on our behalf. When the website is accessed, log data is processed for technical reasons, in particular IP address, date and time, the resource accessed, referrer, browser type and operating system. The legal basis is our legitimate interest in the secure, stable and functional provision of the website (Article 6(1)(f) GDPR). Log data is stored only for a short, appropriate period, and longer in the event of security incidents where necessary for 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 transmission (HTTPS), access restrictions on a least-privilege basis, multi-factor authentication for administrative access, secure storage of Customer files and regulated backup and deletion procedures. Passwords are stored only as secure hash values. For security reasons, no exploitable technical details are disclosed here.

7 Contact

If you contact us via a contact form, by email or by telephone, we process your details to handle your enquiry. Fields marked as mandatory are required for handling; without them we cannot deal with the enquiry. The legal basis is pre-contractual measures or performance of the contract (Article 6(1)(b) GDPR) or our legitimate interest in answering enquiries (Article 6(1)(f) GDPR).

8 Customer account

You can place an order as a guest or via a customer account; setting up an account is optional. In the customer account we process in particular your name, email address, credentials and order history. Passwords are not stored in plain text. The legal basis is the contract for use of the account (Article 6(1)(b) GDPR). You can have your account deleted at any time. Order and invoice data subject to statutory retention remains stored until the retention periods expire and is blocked for further use.

9 Orders and contract handling

To handle orders we process in particular your name, billing and delivery address, email address, where applicable telephone number, the products ordered, individual specifications, order history, payment status and complaint data. 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 assertion of legal claims (Article 6(1)(f) GDPR). Providing this data is necessary to conclude the contract; without it the order cannot be handled.

10 Payments

Payments are handled through the payment service provider offered during the order process (Mollie). You normally enter payment data directly into the secured interface of the payment service provider. We generally store only the transaction ID, payment status, amount, payment method and the masked details supplied by the provider. We do not store full payment-card data. Saving a means of payment for later purchases is not pre-set and is explained separately. The legal basis is the contract (Article 6(1)(b) GDPR) and our legitimate interest in fraud prevention (Article 6(1)(f) GDPR).

11 Delivery

To deliver your order we transmit your name, delivery address and the necessary contact and parcel data to the shipping service provider selected in each case. The legal basis is the contract (Article 6(1)(b) GDPR). A telephone number is transmitted only where necessary for delivery or notification.

12 Customer support and complaints

In the context of support and complaints we process your messages, any images transmitted and the associated order data. The legal basis is the contract (Article 6(1)(b) GDPR) or our legitimate interest in handling matters and in asserting or defending legal claims (Article 6(1)(f) GDPR). Email and support messages are processed via Brevo.

13 Customer files and custom orders

For custom orders we process the files and information you upload, in particular STL and CAD files, drawings, photographs, logos, names and inscriptions, plans, dimensions, approvals and revision comments. The purpose is checking, preparation, manufacture, quality assurance and storage within your order. The legal basis is the contract (Article 6(1)(b) GDPR).

Access is limited to the persons required to handle the order and follows the least-privilege principle. Storage is with our cloud-storage provider Cloudflare (Cloudflare R2). We do not use Customer files automatically for portfolios, advertising, social-media posts, resale, AI training, design libraries or unrelated product development; for portfolio or advertising use we obtain separate consent. For rejected quotations, files are deleted a short time after the quotation expires if no order results. Please do not include unnecessary sensitive information in uploaded files.

14 Newsletter and direct marketing

We send a newsletter only to prospects who have expressly consented. Consent is separate from acceptance of the Terms and is not pre-ticked. We use a double opt-in procedure for confirmation. The legal basis is your consent (Article 6(1)(a) GDPR).

Email marketing to existing customers regarding our own similar products is carried out only where all conditions of the existing-customer exception are met: the address was obtained in connection with a sale, the marketing concerns our own similar goods, you were clearly informed at collection and in every message that you can object at any time free of charge (apart from basic transmission costs), and you have not objected. You can withdraw your consent or object to receiving marketing at any time via the unsubscribe link or by message to us. After unsubscribing, we keep a restricted suppression list to honour your objection permanently. The newsletter is sent via Brevo. Whether marketing emails contain open or click tracking is described in the Cookie and Tracking Policy.

15 Product reviews

Where we collect reviews, we process the data you provide, the review itself and a check of whether an order exists. We do not publish your full name by default; publication is under name or pseudonym in accordance with the form. The legal basis is our legitimate interest in meaningful reviews (Article 6(1)(f) GDPR) or your consent (Article 6(1)(a) GDPR). Reviews are processed via Trustpilot and Google (Google Reviews).

16 Cookies and tracking technologies

We use cookies and similar technologies. Storing information on your device and accessing information already stored are permitted only with your consent, unless this is strictly necessary to provide a service you have expressly requested. Strictly necessary technologies are therefore used without consent; non-essential technologies (in particular analytics and advertising) only after your consent. A legitimate-interest argument under the GDPR does not remove the separate consent requirement for access to your terminal device. Details of the technologies used, purposes, providers, storage periods and withdrawal are set out in our separate Cookie and Tracking Policy. You can change or withdraw your consent at any time via the permanently accessible cookie settings.

17 Recipients and processors

We disclose personal data only where necessary for the stated purposes, where you have consented or where we are legally required to do so. Recipients may in particular be: our hosting providers Vercel and Laravel Cloud (operated on Amazon Web Services, AWS); the payment service provider Mollie; our bank; FreeFinance (accounting); the email and newsletter provider Brevo; the analytics provider PostHog; the advertising provider Google Ads; the cloud-storage provider Cloudflare (Cloudflare R2); shipping service providers selected case-by-case; the review platforms Trustpilot and Google; our tax and legal advisers; and competent authorities.

With processors we conclude contracts under Article 28 GDPR governing in particular processing on documented instructions, confidentiality, security, sub-processors, assistance with data-subject rights and data breaches, and deletion or return of data. A complete list of the service providers used is available on request at [info@online-3d-printen.be].

18 International transfers

Where data is transferred to recipients outside the European Economic Area (EEA), we ensure appropriate safeguards. For transfers to the USA we rely, where the recipient is certified, on the EU-US Data Privacy Framework (European Commission adequacy decision). Otherwise we use the European Commission's Standard Contractual Clauses (Article 46 GDPR) together with supplementary measures. Transfers to the USA may occur in particular in connection with Vercel, Amazon Web Services, Cloudflare and Google.

Note: the validity of the EU-US Data Privacy Framework is the subject of proceedings pending before the Court of Justice of the European Union; we keep the bases of our transfers under continuous review. Information on the specific safeguards and a copy of the Standard Contractual Clauses is available on request at [info@online-3d-printen.be].

19 Retention periods

We store personal data only as long as necessary for the respective purposes or as required by statutory retention obligations. Because the controller is established in Austria and keeps its accounts in Austria, the commercial and tax retention periods follow Austrian law: invoice, tax and accounting records are retained for seven years in accordance with § 132 BAO and § 212 UGB, counted from the end of the relevant calendar year, and longer where relevant to pending proceedings.

Indicative values (data category — active storage — subsequent handling):
Order data — duration of order and customer relationship — restricted archive for legal claims and tax obligations.
Invoice and accounting records — operating period — seven years from end of calendar year; longer for pending proceedings.
Customer support — until resolved — restricted archive where claims remain possible.
Prospect marketing data — until withdrawal or defined inactivity — deleted after documented period.
Consent records — as long as needed for proof — deleted after the relevant risk period.
Suppression list (marketing objection) — as long as needed to honour the objection — restricted use only.
Security logs — short, proportionate period — extended only for incidents.
Inactive accounts — defined inactivity period — deleted; legally required records retained.
Quotation files — short period after quotation expiry — deleted unless an order results.
Production files — defined fulfilment and support period — deleted or restricted.

20 Your rights

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). Where processing is based on consent, you can withdraw it at any time with effect for the future; the lawfulness of processing before withdrawal is unaffected. You have the right to object to processing for direct-marketing purposes at any time.

To exercise your rights, contact us at [info@online-3d-printen.be] or by post at Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria. We answer requests in principle within one month. This period may be extended by two further months for complex or numerous requests, in which case we inform you within the first month. We request proof of identity only where proportionate and necessary.

21 Right to complain to a supervisory authority

You have the right to lodge a complaint with a data-protection supervisory authority if you consider that the processing of your personal data infringes the GDPR.

Because the controller is established in Austria, the lead supervisory authority for qualifying cross-border processing is likely to be the Austrian Data Protection Authority (Österreichische Datenschutzbehörde), Barichgasse 40–42, 1030 Vienna, Austria, email dsb@dsb.gv.at.

Independently, you may also contact the supervisory authority of your place of habitual residence or work. In Belgium this is the Belgian Data Protection Authority (Gegevensbeschermingsautoriteit / Autorité de protection des données), Drukpersstraat 35, 1000 Brussels, Belgium — www.gegevensbeschermingsautoriteit.be.

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. We do not use personalised pricing based on automated decision-making. Where profiling occurs in connection with advertising, it is described in the Cookie and Tracking Policy and is based on your consent. We do not carry out advertising targeted at children.

23 Personal-data breaches

In the event of a personal-data breach likely to result in a risk to your rights and freedoms, we notify the competent supervisory authority, as a rule within 72 hours of becoming aware (Article 33 GDPR). Where there is a high risk, we also notify the affected individuals without undue delay (Article 34 GDPR). Our processors are contractually obliged to report incidents to us without delay.

24 Changes to this Privacy Policy

We may adapt this Privacy Policy to reflect changes in the law, case law or actual processing. The current version published on the website applies in each case. We retain earlier versions for evidence purposes.

25 Status

This Privacy Policy has the status of 3 August 2026 and applies to the webshop online-3d-printen.be.

End of Privacy Policy (English master, Belgian market). Legal review recommended before publication.