

Privacy & Cookie Statement

Tollbadge.com | Updated 15 October 2026

This statement explains how personal data is used when you visit Tollbadge.com, place an order with us or contact our customer service. It also explains your choices about cookies and your privacy rights.

1. Who is responsible?

Vignetics B.V. is the controller for the processing described in this statement.

Dijkleger 93, 4131 MA Vianen, The Netherlands

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Email: info@tollbadge.com | Telephone: +31 20 214 99 11

Website: www.tollbadge.com

Please use these contact details for privacy questions or requests. If you order a service directly from a partner after following a link, that partner is responsible for its own processing and provides its own privacy information.

2. What data is used, and why?

Orders, delivery and customer service. We use your first and last name, email address, billing and delivery address, telephone number where provided, order information and messages to accept and fulfil orders, arrange delivery, send service messages, handle returns and answer questions. Our Dutch contact form asks for your name, email address and telephone number; you can add a message. The legal basis for orders is taking steps at your request before a contract and performing the contract (GDPR Article 6(1)(b)). Required fields are identified in the relevant form. Without the necessary details, we cannot complete that order or form request; you can also contact us by email or telephone.

Payments and records. Payments are processed through Mollie and the bank or payment service involved in your chosen payment method. Payment processing uses transaction, order and payment details; we receive information needed to recognise and reconcile your payment. Processing to complete a purchase is based on the contract. Retaining invoices and accounting records is based on legal obligations (Article 6(1)(c)). A payment provider may also process data under its own legal duties or conduct fraud or credit checks; consult the information provided with that payment method.

Site operation, support and security. Technical information can include your IP address, browser and device information, request times, visited pages, cookie identifiers and error or security information. We use relevant information to operate the shop, maintain shopping sessions, investigate faults and protect the site against abuse. The basis is our legitimate interest in a functioning and secure service (Article 6(1)(f)), except where consent is required for the technology used. For enquiries unrelated to an order, our legitimate interest is responding to your request.

Optional measurement and marketing. Visit, referral and campaign information can be used to understand how visitors reach the shop and how campaigns perform. Where this involves optional tracking, the basis is your consent (Article 6(1)(a)). Any optional marketing communications must also respect your consent and right to object. You can refuse or withdraw consent without losing the ability to make an ordinary purchase.

3. Cookies and website services

Cookies and similar technologies can remember a shopping session or privacy choice, support security, measure visits or track marketing activity. Cookies needed for a requested service are different from optional tracking cookies. Consent is required for tracking and other technologies where the law requires it; essential functions do not depend on accepting optional marketing cookies.

Manage your choices. Open the cookie preference button on the website, labelled **"Toestemmingsvoorkeuren"**, to review and change the available choices. You can also delete cookies or block them in your browser. Blocking essential cookies may prevent the basket, checkout or other requested functions from working. Withdrawing consent does not affect the lawfulness of processing before withdrawal.

CookieYes. The website uses CookieYes to provide cookie information and manage consent preferences. This can involve recording your choices and technical information needed to recognise them.

Webshop and language preferences. WooCommerce supports the basket, checkout and order processing. Its order-attribution feature can associate an order with visit or referral information, such as the page or campaign that brought a visitor to the shop. Optional tracking requires consent where applicable. Polylang can remember your selected website language using a language-preference cookie.

Google services. Google Tag Manager manages website tags. Google reCAPTCHA v3 supports protection against automated abuse and can analyse technical and interaction information for risk assessment. Google Fonts supplies website fonts; loading a remote font can share your IP address and request information with Google. Google explains its processing in its Privacy Policy. The presence of Tag Manager does not, by itself, mean that every Google measurement or advertising service is used.

ActiveCampaign. ActiveCampaign site-tracking technology is included on the website. It can record page-visit information and identifiers and, where a visitor is identified, relate activity to a contact record. Optional tracking is subject to the consent requirements described above. More information is available in ActiveCampaign's Privacy Policy.

WhatsApp and external links. If you choose a WhatsApp contact link, WhatsApp processes information about your use of its service under its own privacy terms. We use the message and contact information you send to answer your enquiry. External websites, including partner ordering and payment pages, have their own privacy notices. A link does not make this statement apply to those services.

4. Who may receive personal data?

Depending on the service you request, relevant data may be shared with payment providers; delivery and fulfilment providers; hosting, website maintenance, content-delivery and security providers; customer communication and measurement providers; and professional advisers. Mollie is used for webshop payments and has its own responsibilities as a payment institution; see Mollie's Privacy Statement. Only data needed for the relevant purpose should be shared. Authorities may receive information where disclosure is required by law.

Some recipients process information on our behalf, while others, such as banks or a partner with whom you contract directly, have their own responsibilities. This statement describes recipient categories because the provider involved can depend on the product, payment method or communication channel you choose. You can contact us for information about recipients relevant to your order or privacy request.

5. Processing outside the EEA

Some website and communication providers operate internationally, so their services may involve processing outside the European Economic Area (the EU, Iceland, Liechtenstein and Norway). A transfer of personal data outside the EEA must have a valid legal mechanism, such as an applicable European Commission adequacy decision or appropriate safeguards, including standard contractual clauses where relevant. The mechanism depends on the recipient and service. Contact us for the countries, recipients and transfer safeguards relevant to your data, and information on how to obtain a copy. Provider privacy notices give further information about their own processing.

6. How long is data kept?

Retention depends on the purpose and the applicable legal requirements; there is no single retention period for all information. For order and support data, the criteria are fulfilment of the order, handling enquiries, returns, warranties, complaints and unresolved claims. Information needed for an ongoing dispute may be retained until it has been resolved and any relevant legal period has expired. Data that is no longer necessary for these purposes should be deleted or anonymised.

Invoices and other records subject to Dutch tax retention obligations must normally be kept for seven years. Longer periods can apply, including ten years for records covered by certain VAT one-stop-shop rules. This does not mean that every technical record, message or marketing identifier must be retained for the same period. Cookie and provider retention periods depend on the individual tool and purpose. Consent or objection records may be needed to demonstrate and respect your choices. Contact us for the retention period or criteria applicable to a particular record.

7. Your rights and how to use them

Under the GDPR, and subject to its conditions, you can request access to your personal data, correction of inaccurate information, deletion, restriction of processing and a portable copy of data processed by automated means on the basis of consent or a contract. You can object to processing based on legitimate interests on grounds relating to your situation. You can object to direct marketing at any time, including related profiling. Where processing relies on consent, you may withdraw that consent at any time.

You also have rights concerning decisions based solely on automated processing that produce legal or similarly significant effects, where the GDPR applies. If a payment provider makes a decision about your chosen payment method, its privacy notice explains its processing and how to contact it. If an automated security check prevents you from using our shop, contact customer service for help.

Send requests to info@tollbadge.com, or contact us by telephone or post using section 1. Give enough information to identify the request; please do not send a full identity document without being asked. We may need proportionate additional information to confirm your identity. We normally respond within one month. Where a lawful extension is necessary, we will explain this within that month. A right to deletion does not override a legal duty to retain particular records.

You may complain to the Dutch supervisory authority, the Autoriteit Persoonsgegevens, or the supervisory authority in the EU country where you usually live or work, or where you believe an infringement occurred. You can contact us first, but you do not have to do so before making a complaint.

8. Security and updates

Protecting personal data requires appropriate technical and organisational measures. If you suspect misuse or a security problem involving your data, contact us promptly at info@tollbadge.com. We may update this statement when the webshop, services or applicable requirements change. The date at the top identifies this version; the current version is available through the privacy link on [Tollbadge.com](https://tollbadge.com).