

PRIVACY STATEMENT

Mulder Motoren B.V.

Boelewerf 6, 2987 VD, Ridderkerk, The Netherlands

Chamber of Commerce (KvK) number: 24091231

Email: info@muldermotoren.nl

Phone: +31 180 415 445

Last updated: September 2026

1. Introduction

Mulder Motoren B.V. ("Mulder Motoren", "we", "us", "our") is an official dealer of Volvo Penta engines and related products and services. We process the personal data of our customers, website visitors and other contacts with the utmost care.

This Privacy Statement explains what personal data we collect, for what purposes we use it, with whom we share it, and how we respect your privacy rights. We act as data controller within the meaning of the General Data Protection Regulation (GDPR, Regulation (EU) 2016/679) and the Dutch implementing legislation, the Uitvoeringswet Algemene verordening gegevensbescherming (UAVG).

For the purpose of this Privacy Statement, "personal data" means any information through which you can be identified, directly or indirectly, as an individual (for example your name, email address, or payment details). "Processing" means any operation performed on personal data, such as collection, storage, use or disclosure.

2. What personal data we collect and why

We process the following categories of personal data, for the purposes and on the legal bases set out below:

- **Account and contact data** (such as name, address, email address and phone number) is processed when you complete a registration form or otherwise interact with our website, for the purpose of creating and managing your user account. The legal basis is the performance of a contract with you, or legitimate interest in order to have contact prior to entering into a contract, or your consent to use your contact details for creation of an account.
- **Order data** (such as your name, delivery address and order history) is processed for the purpose of managing and fulfilling your orders. The legal basis is the performance of a contract with you.
- **Payment information** (such as bank account number) is processed for the purpose of processing payments for goods or services. The legal basis is the performance of a contract with you (Article 6(1)(b) GDPR) and, compliance with a legal obligation, where this relates to our statutory bookkeeping obligations under Dutch law.

- **Customer support and feedback data** (such as correspondence content and feedback submitted via our website contact form, email or telephone) is processed for the purpose of providing customer support and collecting customer feedback. The legal basis is our legitimate interest in maintaining and improving our customer relationships, which we have weighed against your rights and freedoms, and your consent to provide the data to us in order to be able to contact you.
- **Marketing data** (such as your name and email address) is processed for the purpose of sending you marketing and promotional communications about our products and services. The legal basis is your prior consent. You may withdraw your consent at any time as described in section 9 below.
- **Internal transfers** of personal data take place within Mulder Motoren to relevant departments, such as customer service, administration and internal IT. The legal basis is our legitimate interest in an efficient business operation.

Where we wish to use your personal data for a purpose other than those described above, we will inform you of that purpose prior to such further processing and, where required, request your consent.

Mulder Motoren does not make use of automated decision-making, including profiling, within the meaning of Article 22(1) and (4) GDPR.

3. How we collect your information

We collect personal data in the following ways:

- when you complete a registration or order form on our website;
- when you visit our website (including through cookies and similar technologies, as described in section 4);
- when you contact us for customer support or feedback;
- exceptionally, from publicly accessible sources such as public business registers, where relevant to the purposes described in this Privacy Statement.

Where we obtain personal data from publicly available sources, such as public business registers, the categories of personal data concerned are limited to business-related information, including names, job titles, company names, business addresses, financial information and the contact details of representatives of our business relations. Where we process such personal data, we will inform you accordingly no later than one month after obtaining the data.

4. Cookies and similar technologies

Our website uses cookies and similar tracking technologies. Cookies that are strictly necessary for the functioning of our website are placed without prior consent, as permitted under Article 11.7a(3) of the Dutch Telecommunications Act (Telecommunicatiewet). All other cookies, including analytics and marketing cookies, are only placed after you have given your prior,

informed and freely given consent via the cookie banner presented on our website. You may withdraw that consent at any time.

Further details about the cookies we use, the purpose of each cookie, its retention period and the party placing it are set out in our separate Cookie Policy, available at [Cookie Policy](#).

5. Who we share your data with

We may share personal data with the following categories of recipients, each acting either as an independent controller or as our processor under a data processing agreement:

- payment service providers, for processing payments;
- hosting and IT service providers, for operating our website and systems; and
- analytics providers, for understanding use of our website.

We require every such recipient to process personal data only for the purpose for which it was disclosed and not to retain it for longer than necessary for that purpose.

We may also disclose personal data where required to comply with a legal obligation, court order or other legal process; to enforce our agreements, including this Privacy Statement; or, if our company or its business is merged with, acquired by, or transferred to another entity, to that other entity, which will remain bound by the terms of this Privacy Statement or a materially equivalent statement.

Where you communicate with us via social media (such as LinkedIn, Instagram or YouTube), we receive certain data from the relevant platform, such as your username, profile photo and, where applicable, your email address. We use these data solely to respond to your messages and to improve our communications. We refer you to the privacy settings and privacy statements of the relevant social media platforms for further information.

6. International transfers

Where any recipient referred to in section 5 is located outside the European Economic Area, we ensure that the transfer takes place only in accordance with Chapter V GDPR, either to a country covered by an adequacy decision of the European Commission, or subject to appropriate safeguards such as the European Commission's Standard Contractual Clauses. A copy of the relevant safeguard can be requested via the contact details in section 12.

7. How long we retain your data

We retain personal data only for as long as necessary for the purposes described in this Privacy Statement. Account and order data is retained for the duration of the customer relationship and for a maximum of two (2) years after users terminate their account or for as long as we need it to fulfil the purposes for which it was collected.

Marketing contact data is retained until you withdraw your consent or object, or for three (3) years following your last interaction with our marketing communications, whichever is earlier.

Anonymised or aggregated data that no longer identifies you may be retained for a longer or indefinite period.

8. Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised or unlawful processing and against accidental loss, destruction or

damage, taking into account the state of the art, the costs of implementation and the risks involved. These measures include, as appropriate, encryption of data in transit, access controls restricting personal data access to authorised personnel, and periodic review and testing of our security measures.

9. Data protection impact assessments

Where a type of processing is likely to result in a high risk to your rights and freedoms, we carry out a data protection impact assessment prior to that processing and take appropriate mitigating measures.

10. Personal data breaches

In the event of a personal data breach, we will assess the risk to your rights and freedoms and, where required, notify the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) without undue delay and latest within 72 hours of becoming aware of the breach. Where a breach is likely to result in a high risk to your rights and freedoms, we will also inform you directly without undue delay.

11. Your rights

You may be entitled to exercise some or all of the following rights free of charge:

Right of access, copy and information — you may request whether and which personal data we hold about you, for what purposes, which categories are concerned, with whom we share them, and for how long we retain them.

Right to rectification, erasure and restriction — you may request correction of your data (if incomplete or inaccurate), erasure (if no longer needed, consent has been withdrawn, or you have objected) or restriction of processing. Where your data are also processed by third parties, we will forward your request to them unless this proves impossible or involves disproportionate effort.

Right to data portability — you have the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format, and to have those data transmitted directly to another controller where technically feasible.

Right to withdraw consent — where processing is based on your consent, you may withdraw it at any time. Withdrawal does not affect the lawfulness of processing carried out prior to withdrawal. You may withdraw your consent for marketing communications via the unsubscribe link in any message or by contacting us using the details in section 12.

Right to object — you may object to the processing of your personal data on the basis of our legitimate interest, on grounds relating to your personal situation. We will cease processing unless we can demonstrate compelling legitimate grounds that override your interests, rights and freedoms.

Right to object to direct marketing — you have the right to object at any time to the processing of your personal data for direct marketing purposes, including profiling to the extent that it is related to such direct marketing. Where you object to processing for direct marketing purposes, we will cease that processing immediately. You may exercise this right easily via the unsubscribe link in our marketing communications or by contacting us using the details in section 12.

Right not to be subject to automated decision-making — you have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

Right to lodge a complaint — you have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens, www.autoriteitpersoonsgegevens.nl), the competent supervisory authority in the Netherlands, or with the competent supervisory authority in your member state of residence or place of work.

Do note that if you do not allow us to collect or process the required personal information or withdraw the consent to process the same for the required purposes, you may not be able to access or use the services for which your information was sought.

12. How to contact us

For questions or concerns about this Privacy Statement or our processing of your personal data, please contact:

Mulder Motoren B.V.
Boelewerf 6, 2987 VD, Zuid-Holland, The Netherlands
Email: info@muldermotoren.nl
Phone: +31 180 415 445

We may decline requests if we cannot verify your identity, your request is unreasonable or unspecific or in case your request jeopardizes the privacy of others. We will reply to you anyhow within four weeks. Where the nature or complexity of your request so requires, this period may be extended by a further two months. In that event, we will inform you of the extension within four weeks of receiving your request, together with the reasons for the delay.

Mulder Motoren has assessed that it is not required to appoint a Data Protection Officer under Article 37 GDPR.

13. Changes to this Privacy Statement

We may update this Privacy Statement from time to time. Where changes are material, we will notify you by posting a clear notice on our website, and, where required by law, by other appropriate means, prior to the change taking effect. We encourage you to review this page periodically.