

PRIVACY POLICY (GDPR / AVG)

Last Updated: December 15, 2025

Data Controller: STB Services

1. IDENTITY OF THE CONTROLLER

Company Name: STB Services
Address: Parallelweg 30, 5223AL 's-Hertogenbosch, The Netherlands
Chamber of Commerce (KVK): 30226252
VAT (BTW): NL001685860B73
Email: support@stb-vw.com

2. PURPOSES AND LEGAL BASIS FOR PROCESSING

We process your personal data based on specific legal grounds defined in the General Data Protection Regulation (GDPR/AVG).

A. Order Fulfillment & Contract Execution

- **Data Processed:** Name, Email Address, Billing Address, Payment Status.
- **Purpose:** To process your payment, generate your invoice, and deliver the digital product to you via email.
- **Legal Basis: Performance of Contract** (Article 6(1)(b) GDPR).

B. License Validation & Anti-Piracy

- **Data Processed:** Vectorworks Serial Number (Last 6 digits), License Key, IP Address (Transient).
- **Purpose:** To technically validate your right to use the software and to prevent piracy.
- **Legal Basis: Legitimate Interest** (Article 6(1)(f) GDPR).

C. Fiscal Administration

- **Data Processed:** Invoice details, Transaction records.
- **Purpose:** To comply with Dutch tax regulations.
- **Legal Basis: Legal Obligation** (Article 6(1)(c) GDPR).

3. MINORS AND SENSITIVE DATA

Our website and services do not intend to collect data about website visitors who are younger than 16 years of age, unless they have permission from parents or guardians. However, we cannot verify if a visitor is older than 16. We encourage parents to be involved in the online activities of their children. If you believe we have collected personal data about a minor without consent, please contact us at support@stb-vw.com and we will delete this information.

4. DATA RETENTION POLICY

STB Services retains your data no longer than is strictly necessary to realize the purposes for which your data is collected.

1. **Fiscal Data:** Retained for **7 years** (Dutch Tax Authority requirement).
2. **License Data:** Retained for the **Technical Support Lifecycle** of the software version.
 - *Reason:* We must retain this data to allow you to reinstall/reactivate your purchased software. If STB Services discontinues the product, this data will be deleted.
3. **Transient IP Data:** Processed briefly during the revocation check and not stored.

5. DATA SHARING & THIRD PARTIES

We share data only with trusted processors necessary for our operations:

- **Payments:** Mollie B.V. (Netherlands/EU).
- **Hosting:** TransIP (Netherlands/EU).
- **Security:** Cloudflare (Global/USA) - Governed by Data Processing Agreement.
- **Backups:** Google Workspace (Global/USA) - Governed by Enterprise DPA and Standard Contractual Clauses (SCCs).

6. SECURITY MEASURES

STB Services takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification.

- **Measures:** SSL/TLS encryption, Hash-based storage for revocation lists, and strict access control to the backend database.
- **Reporting:** If you have the impression that your data is not properly secured or there are indications of abuse, please contact us at support@stb-vw.com.

7. AUTOMATED DECISION MAKING

Unlike our training services, this software store **does** use automated logic for fraud prevention.

- **Logic:** The software checks your License Key against a digital "Blocklist" of refunded/revoked keys. If a match is found, the software is automatically disabled.
- **Rights:** If you are blocked by this system and believe it is an error, you have the right to request a manual human review by contacting support.

8. YOUR RIGHTS (ACCESS, CORRECTION, DELETION)

You have the right to view, correct, or delete your personal data.

- **How to Request:** Send an email to support@stb-vw.com.
- **Identity Verification:** To ensure the request for access has been made by you, we ask you to send a **copy of your proof of identity** with the request. In this copy, black out your passport photo, MRZ (machine readable zone), passport number, and Citizen Service Number (BSN). This is to protect your privacy.
- **Response Time:** We will respond as quickly as possible, but within four weeks, to your request.

9. COMPLAINTS AUTHORITY

STB Services would also like to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*).

- **Link:** [Autoriteit Persoonsgegevens Contact Page](#)