

Privacy Policy – Ecom Hero B.V.

Last updated: May 15, 2025

At Ecom Hero B.V., we value your privacy. In this Privacy Policy, we explain which personal data we collect, why we collect it, and how we protect it. This policy applies to all personal data processing activities within our organization.

1. Who are we?

Ecom Hero B.V.

Bredaseweg 185, 4872 LA, Etten-Leur, The Netherlands

Chamber of Commerce (KvK) number: 97253227

Email: info@ecomhero.nl

Phone: +31 (0)76 531 7747

Ecom Hero is an e-commerce service provider. We process orders and provide fulfilment services on behalf of brands and companies, through our own webshops, marketplaces (such as Bol.com), and other sales channels.

2. What data do we collect?

We collect personal data from:

- Customers of our clients (consumers)
- Contact persons of business clients and suppliers
- Visitors of our website

Depending on the relationship, we process the following types of data:

Category	Data	Purpose of Processing
Consumer Data	Name, address, email, phone, order details	Order processing, delivery, customer support
Business Contacts	Name, email, job title, company details	Contractual cooperation, communication
Website Visitors	IP address, browser data, cookies	Website functionality, analytics

3. Legal bases for processing

We process personal data only on the following legal grounds:

- Performance of a contract
 - Legal obligation (e.g., fiscal record-keeping)
 - Legitimate interest (e.g., fraud prevention)
 - Consent (when required, e.g., for marketing)
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4. Sharing of data

We only share personal data when necessary, with:

- Logistics service providers (for shipping)
- Payment providers
- IT and hosting providers (e.g., order management systems)
- Our clients (when we act as a data processor)

We enter into data processing agreements with all processors, in accordance with the GDPR.

5. Data retention periods

We do not retain personal data longer than necessary:

- Order data: 7 years (due to fiscal obligations)
 - Contact details: as long as required for the partnership
 - Website data: maximum of 26 months
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6. Data security

We implement appropriate technical and organizational measures to protect personal data, including:

- Data encryption (SSL/TLS)
 - Access controls and activity logging
 - Regular security updates
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7. Rights of data subjects

You have the right to:

- Access your data
- Rectify or delete your data
- Restrict data processing
- Object to data processing
- Data portability

You can submit a request via **support@room3.nl**. We will respond within 30 days.

8. Cookies

Our website uses functional and analytical cookies. We request your consent before using tracking cookies.

9. Complaints

If you have a complaint regarding the processing of your personal data, please contact us. You may also file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) via www.autoriteitpersoonsgegevens.nl.

10. Changes

This Privacy Policy may be updated from time to time. We recommend reviewing this page regularly.