Privacy Statement

November 16, 2026

Who is responsible

Netstar Ventures BV, trading as Niveo Professional. Office address: Olympia 2D, 1213 NT Hilversum, The Netherlands. Dutch Business Register (KVK): 82793379. VAT ID: NL862607103B01. For privacy questions and requests, email info@niveoprofessional.com.

Website inquiries, support, and registration

We use your contact and company details, country, messages, and selected models to answer inquiries and arrange support. For warranty registrations we also collect the model, serial number, seller, and purchase date. We process these details to take steps you request before entering a contract or to perform a contract with you where applicable. When you act for an organization or we administer a commercial warranty or support request outside a contract with you, we rely on our legitimate interest in managing business communications and product support. Required information lets us respond or register the product.

Events and bookings

If you make an appointment through Microsoft Bookings, the booking workflow may process contact and company details, country, appointment details, project topic, and models you select. We use this information to arrange appointments and follow up as requested. When enabled, our site records the event identifier and campaign parameters on booking clicks to understand how visitors find the event page. We rely on our legitimate interests in arranging business appointments and evaluating event promotion. Please keep personal information out of campaign links.

Newsletters

We send newsletters or product updates when you opt in. You can withdraw consent using the unsubscribe link in the email or by contacting us. You can submit an inquiry or register a product without signing up.

Hosting and browser storage

Hosting and security services may process IP addresses, request times, and browser information to deliver and protect the site, based on our legitimate interest in operating it securely. The Configurator stores its acknowledgment version on your device so it can remember your choice until you clear browser storage or the notice changes. This setting is used for the tool. It does not follow your activity across sites. Third-party sites, such as Microsoft Bookings or the Academy, provide their own notices.

Recipients and international transfers

Authorized Netstar staff and service providers may access data as needed for their roles. Providers can include our hosting and IT suppliers, Microsoft for email and bookings, and Zoho for CRM and email subscriptions where those services are enabled. We disclose information to authorities when required by law. For any transfer outside the EEA, we use an applicable adequacy decision or

appropriate safeguards such as the European Commission's standard contractual clauses. Contact us for information about the safeguards that apply to your data and how to obtain a copy.

How long we keep data

We retain inquiries and booking records for the time needed to respond and complete related follow-up. We keep registration and claim records as needed to administer warranty coverage and resolve claims. We retain subscription details while you subscribe and keep the minimum information needed to respect an unsubscribe request and demonstrate consent. We keep technical logs as needed for security and troubleshooting. Statutory recordkeeping duties and active or reasonably anticipated disputes may require longer retention.

Your rights

You can request access, correction, deletion, restriction, or portability where applicable. You can object to processing based on legitimate interests and object to direct marketing at any time. Contact info@niveoprofessional.com. We may request proportionate verification when we reasonably doubt your identity. We respond within one month. If a request requires up to two additional months because of its complexity or the number of requests, we will explain the extension within the first month. You may complain to the Dutch Data Protection Authority or another competent supervisory authority.