PRIVACY POLICY

Last updated 21 October 2026

At WOO Consulting B.V., we handle your personal data with care. This Privacy Policy explains which personal data we collect when you visit www.woo-consulting.com, contact us or work with us, why we collect it, how long we keep it and what rights you have. We process personal data in accordance with the General Data Protection Regulation (GDPR, in Dutch: AVG).

1. WHO WE ARE

WOO Consulting B.V. is the controller for the processing of personal data described in this Privacy Policy.

WOO Consulting B.V.
Part of No Frills Holdings B.V.
Hudsonstraat 131, 3025 CE Rotterdam, the Netherlands
KvK: 96650753
Email: info@woo-consulting.com

2. WHICH PERSONAL DATA WE COLLECT

Data you provide to us. When you fill in a contact form, email or call us, or work with us, we may collect your name, email address, phone number, company name, job title and any other information you choose to share with us.

Data collected automatically. When you visit our website, we may collect technical data such as your IP address, browser type, device type, the pages you visit and how long you stay. This data is collected through cookies and similar technologies (see section 4).

We do not intentionally collect special categories of personal data, such as data about health, religion or ethnicity. Please do not share this kind of information with us.

3. WHY WE USE YOUR DATA AND ON WHAT LEGAL BASIS

We only process personal data when we have a valid legal basis to do so:

Purpose	Data	Legal basis
Responding to your questions and requests	Name, contact details, your message	Our legitimate interest in answering you, or taking steps at your request before entering into an agreement
Carrying out a consulting engagement	Name, contact details, company and role	Performance of a contract
Analysing and improving our website	Technical and usage data	Your consent for analytics cookies; our legitimate interest for strictly necessary cookies
Keeping our website secure	IP address, technical data	Our legitimate interest in a secure website
Meeting our legal obligations, such as tax and accounting	Name, company details, invoicing data	Legal obligation

4. COOKIES

Our website uses cookies: small text files stored on your device. Strictly necessary cookies make the website work properly and do not require your consent. We only place analytics or marketing cookies after you have given your consent via the cookie banner. You can change or withdraw your consent at any time, and you can delete or block cookies through your browser settings. If you block all cookies, some parts of the website may not work as intended.

5. WHO WE SHARE YOUR DATA WITH

We never sell, trade or rent your personal data. We only share it with:

- service providers that help us run our business, such as our website host (Squarespace), our email provider and our accountant. These parties only process your data on our instructions, and we have made agreements with them to keep it secure and confidential;
- authorities, if we are legally required to do so.

6. DATA TRANSFERS OUTSIDE THE EU

Some of our service providers are based outside the European Economic Area, for example in the United States. In that case, we make sure appropriate safeguards are in place, such as the EU-US Data Privacy Framework or the Standard Contractual Clauses approved by the European Commission.

7. HOW LONG WE KEEP YOUR DATA

We do not keep personal data longer than necessary for the purposes described above:

- questions and contact requests: up to one year after our last contact, unless this leads to an engagement;
- engagement data: for the duration of the engagement and as long as necessary afterwards for follow-up or legal claims;
- invoicing and accounting records: seven years, as required by Dutch tax law;
- analytics data: in accordance with the retention settings of the analytics tool we use.

8. HOW WE PROTECT YOUR DATA

We take appropriate technical and organisational measures to protect your personal data against loss, misuse and unauthorised access, such as secure connections (SSL), access controls and working with trusted service providers. No method of transmission over the internet or electronic storage is completely secure, but we do our best to protect your data. If you suspect misuse, please contact us.

9. YOUR RIGHTS

Under the GDPR, you have the right to:

- access the personal data we hold about you;
- have incorrect or incomplete data corrected;
- have your data deleted;
- restrict the processing of your data;
- object to processing based on our legitimate interest;
- receive your data in a structured, commonly used format (data portability);
- withdraw your consent at any time, without affecting the lawfulness of processing before the withdrawal.

You can exercise these rights by emailing info@woo-consulting.com. We will respond within one month. To prevent misuse, we may ask you to verify your identity.

10. COMPLAINTS

If you have a complaint about how we handle your personal data, please contact us first so we can resolve it together. You also have the right to file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) via www.autoriteitpersoonsgegevens.nl.

11. CHILDREN

Our website and services are not intended for children under the age of 16. We do not knowingly collect personal data from children. If you believe we have collected data from a child, please contact us and we will delete it.

12. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. The most recent version is always available on our website, with the date of the last update at the top. We recommend checking this page regularly.

13. CONTACT US

Questions about this Privacy Policy or about your personal data? Please contact us:

WOO Consulting B.V.
Part of No Frills Holdings B.V.
Hudsonstraat 131
3025 CE Rotterdam
The Netherlands

Phone: +31 (0)6 53 60 24 47
Email: info@woo-consulting.com

KvK: 96650753
VAT: NL004860973B62