

Cookie Policy (EU)

Last updated: September 4, 2026

This policy explains how stb-vw.com uses cookies and similar browser storage. The Privacy Policy explains the related processing of personal data and service providers.

1. Controller

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

2. Our approach

The public website does not use advertising cookies, cross-site tracking or third-party advertising analytics. Plausible Analytics does not place analytics cookies or create a persistent identifier in local storage.

The website does use functional local storage and session storage for language selection, country detection, the cart, checkout, payment return and file uploads. A security provider may set a cookie when it presents a security challenge. Mollie may use cookies in its own payment environment.

3. Functional browser storage

The following information can be stored in your browser:

- Language preference: the language you explicitly choose, stored locally until you change it, remove it or clear browser data.
- Visitor country: a two-letter country code derived from the IP address for automatic language selection, stored for the current browser session.
- Cart token, security nonce and cart snapshot: used to maintain and secure the WooCommerce cart. These remain until checkout or reset clears them, they become technically invalid, or you clear browser storage.
- Checkout draft: email address, name, billing address, country, company, VAT number, selected Vectorworks version, serial suffix and payment choice. This is stored only in session storage so checkout can survive navigation within the same browser session, and is cleared after successful checkout where applicable.
- Payment-return information: order identifier, temporary order key and billing email needed to retrieve the order status after returning from Mollie. This is stored for the browser session and cleared after a successful result.
- Form-upload state: temporary uploader identifiers and file counters needed to submit or remove attachments. Uploader identifiers expire after 24 hours; counters are reset after submission or when browser storage is cleared.

The cart and checkout use Store API tokens instead of relying on a normal WooCommerce browser-cookie cart session.

4. Security and forms

Forms use ALTCHA and server-side validation to prevent spam and abuse. ALTCHA does not create an advertising or analytics profile. The website may keep functional form state to display submission results.

Cloudflare can set a strictly necessary security cookie if it presents a challenge. The cookie and its lifetime depend on the security event and Cloudflare's configuration.

5. Analytics

We use Plausible Analytics to measure page views, outbound links, file downloads and form submissions. Plausible does not place analytics cookies and does not use persistent local-storage identifiers.

Query strings and URL fragments are removed before events are sent. No form contents, customer details, order information, payment details, invoice information, VAT numbers, licence keys or Vectorworks serial numbers are included in analytics events.

6. Payments

Payments are handled in Mollie's hosted payment environment. Mollie may use cookies or similar technologies there to process and secure the payment, prevent fraud and remember payment-flow state. Mollie's own privacy and cookie information applies in that environment.

7. Google Fonts and YouTube

The website loads fonts from Google Fonts. When a page is opened, the browser connects to Google to retrieve those files and sends ordinary technical request information, including the IP address and browser information.

Product pages with video use a YouTube thumbnail. The browser connects to YouTube's image service to retrieve that thumbnail before the play button is clicked. The YouTube video iframe itself is not loaded until you choose to play the video. It then loads through YouTube's privacy-enhanced domain. Google or YouTube may process technical information and may use their own cookies or similar technologies under their policies.

8. Your choices

You can remove or block cookies, local storage and session storage through your browser. Blocking functional storage can prevent language selection, cart, checkout, payment return or file-upload functions from working correctly.

The website does not provide an advertising- or analytics-cookie preference because it does not place those cookies. If the technical setup changes, STB Services will update this policy and introduce an appropriate choice mechanism where required.

9. Contact and changes

Questions about cookies or privacy can be sent to support@stb-vw.com.

We may update this policy when browser storage, analytics, payments, forms, security or external assets change. The current version and update date are published on this page.