

Privacy Policy

Last updated: September 4, 2026

This policy explains which personal data STB Services processes through stb-vw.com and STB-VW Tools, why it is processed, how long it is kept and with whom it may be shared.

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. Data, purposes and legal bases

A. Website operation, security and country detection

When you use the website, technical request information such as IP address, browser or user-agent information, requested page, time and response status may be processed. The country derived from the IP address is used for language selection and to compare the checkout country with the billing country as a fraud-prevention measure.

This processing is necessary for the legitimate interests of operating, securing and improving the website and preventing misuse, Article 6(1)(f) GDPR.

B. Orders, payments and invoicing

When you place an order, we process the information required for checkout and delivery. This can include your name, email address, company name, billing address, country, VAT number, ordered products, selected Vectorworks version, the last six characters of the Vectorworks serial number, order and invoice identifiers, payment method and status, transaction references, IP address and browser information.

We use this information to process the order, receive payment, issue an invoice, deliver the product, provide customer service and prevent fraud. The legal bases are performance of the contract, Article 6(1)(b) GDPR, compliance with tax and accounting obligations, Article 6(1)(c) GDPR, and legitimate interests in preventing misuse, Article 6(1)(f) GDPR.

STB Services does not receive your full payment-card or online-banking credentials. Those are handled in Mollie's payment environment.

C. Licence creation, delivery and support

For licence creation and administration, we process your name, email address, order identifier, product, Vectorworks version, last six characters of the Vectorworks serial number, licence identifier and file, issue date, successor-version eligibility, status and support history.

This information is required to issue and reissue licences, deliver purchased files, validate entitlement, provide support and maintain a signed list of revoked licence identifiers. The legal bases are performance of the contract, Article 6(1)(b) GDPR, and legitimate interests in licence security and misuse prevention, Article 6(1)(f) GDPR.

The installed software performs licence checks locally. It may download a signed status list. That request exposes ordinary technical request information, such as an IP address and user agent, but it does not send the licence key, Vectorworks serial number, personal files, project data, hardware fingerprint or usage statistics.

D. Contact, support and download requests

If you contact us, we process the information you submit, such as your name, email address, topic, message, optional Vectorworks version or serial suffix, and any files you attach.

A download request records the email address, serial suffix, product, version, IP address, request time, result and generated download link. This is used to verify the request, prevent misuse and send a replacement download link.

The legal bases are taking steps at your request or performing the contract, Article 6(1)(b) GDPR, and legitimate interests in providing support and preventing abuse, Article 6(1)(f) GDPR.

E. Website analytics

We use Plausible Analytics to understand how the website is used. It measures page views, outbound links, file downloads and form submissions. Technical request information is processed to create aggregated statistics. Plausible does not place analytics cookies or build a persistent visitor profile.

Query strings and URL fragments are removed before analytics events are sent. We do not send form contents, names, email addresses, customer data, order information, payment details, invoice information, VAT numbers, licence keys or Vectorworks serial numbers to Plausible.

The legal basis is our legitimate interest in privacy-conscious website improvement, Article 6(1)(f) GDPR.

3. Browser storage and cookies

The website uses functional browser storage for language selection, cart and checkout operation, payment return, and form uploads. Checkout details can temporarily be stored in the current browser session. Plausible does not use analytics cookies or persistent browser identifiers.

The Cookie Policy provides the complete explanation of cookies, local storage, session storage and external page assets used by this website.

4. Retention

We apply the following periods or criteria:

- Fiscal order and invoice information is kept for seven years in accordance with Dutch tax obligations.
- WooCommerce order records currently have no automatic deletion period. They are kept for contract administration, support, accounting and the establishment or defence of legal claims, and are deleted or anonymised where those purposes and legal obligations no longer require them.
- Licence records are kept while needed to honour the perpetual licence for the purchased Vectorworks version, provide successor-version eligibility, reissue downloads, provide support and administer revoked licences.
- Download-request records currently have no automatic deletion period and remain part of the licence administration until manually reviewed or deleted.
- Customer delivery folders in Dropbox are automatically removed after seven days. The most recent 30 daily licence-database backups are retained in Dropbox.
- Temporary files uploaded through the contact form become eligible for automatic deletion after one hour; the cleanup task runs hourly. Copies attached to email follow the retention of the relevant

correspondence.

- Contact and support correspondence is kept for as long as it is needed to answer the request, provide support or handle a dispute. No separate automatic mailbox-deletion period is currently configured.
- Aggregated Plausible statistics are kept while the stb-vw.com analytics property remains active or until they are manually deleted.
- Technical security and hosting copies follow the applicable security need and provider retention schedules. Website-hosting backups are normally retained for approximately 30 days.
- Browser session storage lasts for the browser session and is cleared earlier after a successful checkout where applicable. Functional local storage remains until it is cleared by the website, expires technically or is removed through the browser.

Legal holds, disputes or another statutory duty may require specific information to be kept longer.

5. Service providers and other recipients

We use the following services where necessary. We conclude data-processing agreements where the provider acts as our processor. Some providers, particularly payment providers and public validation services, may process data under their own legal responsibilities.

- mijn.host: website and WooCommerce hosting, transactional email and hosting backups.
- Hetzner: hosting services.
- Dropbox: delivery of purchased files and licence-database backups.
- WeFact: creation and delivery of invoices.
- Mollie: payment processing and fraud prevention. Mollie's own privacy information applies to its payment environment.
- Cloudflare: DNS, content delivery and website security.
- VIES and VATSense: validation of VAT numbers where applicable.
- Google Fonts: delivery of website fonts; Google receives ordinary request information when fonts are loaded.
- YouTube: delivery of video thumbnails and, after you choose to play a video, the video itself.

STB Services does not sell personal data.

6. Security

STB Services uses appropriate technical and organisational measures, including encrypted connections, restricted administrative access, signed licence-status information, security monitoring and backups. No system can be guaranteed to be completely secure.

If you suspect misuse or a security problem, contact support@stb-vw.com.

7. Automated licence checks

The software automatically compares the installed licence with locally available signed licence-status information. A revoked, invalid or incompatible licence, or an expired right to use the immediately following Vectorworks version, can be rejected automatically. This check is used only to administer the software licence and prevent misuse; it is not used for advertising, credit assessment or visitor profiling.

If you believe a licence was rejected incorrectly, contact support@stb-vw.com to request a manual review.

8. Your rights

Subject to the conditions and exceptions in the GDPR, you may request access, rectification, erasure, restriction of processing or data portability, and you may object to processing based on legitimate interests. Where processing is based on consent, you may withdraw that consent without affecting earlier lawful processing.

Send a request to support@stb-vw.com. We may ask for additional information when reasonably necessary to verify your identity. We will not routinely ask for a full identity-document copy. If such a copy is necessary, unnecessary details should be redacted.

We respond without undue delay and normally within one month. The GDPR permits an extension of up to two additional months for a complex request; if that applies, we will notify you within the first month.

9. Children and sensitive information

The website and products are not directed at children under 16. Do not submit special-category personal data or unnecessary confidential information through our forms. If you believe a child has submitted personal data without the required permission, contact us so we can review and delete it where appropriate.

10. Complaints and changes

You may submit a complaint to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) at autoriteitpersoonsgegevens.nl.

We may update this policy when the website, products, processing or service providers change. The current version and update date are published on this page.