

Privacy Notice

For visitors, contacts and clients. Includes information about functional cookies.

Version 1.0 | 18/10/2026

1 Who is responsible

Mavawi is a sole proprietorship with its business and correspondence address at Hugo de Grootstraat 83, 4416 EE Kruiningen, Netherlands, registered with the Dutch Chamber of Commerce under number 42188761. This is not a visitor address; Mavawi currently has no visitor premises. Website: <https://mavawi.com>. Please contact us by email at info@mavawi.com. Contact person: Marco van Witsen. Below we use the brand name MAVAWI. MAVAWI is the controller of the data we process for our own website, contacts and business operations.

2 Who this notice covers

This notice covers visitors to mavawi.com, people who contact us, clients and their representatives. Where we process personal data solely on behalf of a client in its website or workspace, that client is generally the controller. Its privacy notice and our separate data processing arrangements apply to that processing.

3 What data we use

For an introductory enquiry, we receive your name, email address and description of your question. Organisation and telephone number are optional. We also process your chosen language, receipt time, enquiry reference, correspondence and follow-up. Do not include passwords, identity documents or sensitive personal data in the free-text field.

For an engagement, we may also process business contact details, invoice details, payment status, project arrangements and necessary support information. Technical security may involve visit and login-attempt data, such as an IP address or a derived identifier, timestamps and error messages. A derived identifier is not automatically anonymous.

4 Why we process data

We respond to questions and prepare engagements. For individuals who themselves become clients, this is based on steps prior to a contract or performance of that contract. For organisational contacts and general enquiries, we rely on our legitimate interest in business communication and careful service delivery.

Invoicing and necessary administration are based on the contract and legal obligations. Security and investigation of misuse are based on our legitimate interest in protecting our systems and users. We assess the impact on your privacy and limit the data to what is necessary.

Where an activity requires consent, we request it separately. An enquiry does not constitute consent to newsletters or advertising. Required form fields are necessary to handle your enquiry; without them the form cannot be submitted.

5 How long we retain data

MAVAWI follows applicable statutory retention duties. For tax records, including invoices and relevant contractual records, a retention period of seven years generally applies. If a different statutory period applies to a category of records, we follow that period. While an administrative record remains current for an ongoing contract, it remains part of the administration; its statutory retention period begins at the legally applicable point.

The 30-day validity and response period for project proposals and quotations is not a retention period. Where proposals, quotations and related correspondence form part of records that must legally be retained, they remain stored for the applicable statutory period.

For personal data without a fixed statutory retention period, we determine retention by its purpose and necessity. We retain general enquiries while dealing with the enquiry and any specific follow-up arrangements. We then delete or anonymise the data once no longer needed for that handling, a contract, a legal duty or a specific legal interest.

Project and support data remain available for as long as needed to perform, maintain and conclude the engagement. After termination, we assess which data are still needed for the agreed handover, statutory administration or substantiation of specific rights and obligations. Data no longer necessary are deleted or anonymised.

Security logs are retained to identify and investigate misuse or faults, limited to the period necessary for those purposes. Data concerning a specific incident may be needed longer for an investigation or dispute. Back-ups are replaced under the recovery and overwrite cycle of the service used and are not permanent archives. In determining that cycle, we consider recovery needs, security and data minimisation.

Deletion also covers relevant email copies and exports. Data remaining in back-ups disappear when overwritten; after restoration, necessary deletions are reapplied. You may contact info@mavawi.com to ask which retention period or criterion applies to your data.

6 Who receives data

MAVAWI provides hosting and email services using TransIP as its underlying supplier. TransIP may process personal data in hosted website files, databases and email to provide those services. For data processed by MAVAWI on a client's behalf, TransIP may act as a subprocessor. A supplier may also act as an independent controller for its own account management, billing or statutory obligations.

For hosting and, where applicable, domain registration, we may provide the company name, first name, last name, address details including postal code and house number, country, email address and telephone number. We share only the data necessary for the relevant service. A hosted database or mailbox may additionally contain other personal data.

Only people and suppliers who need data for their task receive access. This may also include necessary technical support or administrative services. Where a party processes personal data on our behalf, we establish the required processing arrangements. We do not sell personal data. Disclosure to public authorities takes place where required by law and is limited to what is necessary.

7 Processing outside Europe

When engaging suppliers, we also assess processing locations and any access from countries outside the European Economic Area. If a service involves such a transfer, it may take place only under a valid transfer mechanism. This may be an applicable adequacy decision or appropriate contractual safeguards, supplemented by protective measures where necessary.

The locations and safeguards that apply depend on the service and suppliers involved. You may contact info@mavawi.com for information and, where applicable, a copy of the transfer safeguards used.

8 Cookies and external services

Our website uses the functional cookie `mavawi_language` to remember your language choice. It expires six months after being set or renewed. The session cookie `mavawi_dev_session` supports the form, receipt confirmation and secure access, among other functions. Its configured browser lifetime is the session; a browser may reopen sessions when restoring them.

Our website does not use advertising cookies or external analytics services. The font is loaded from the website itself. Consent is not required for necessary functional cookies. You can delete or block cookies in your browser; some functions may then work less well.

If we later add services requiring consent, we activate them only after you opt in. An ordinary link to another website does not itself set a cookie from that website. After following a link, that provider's privacy information applies.

9 Security and decisions

We take appropriate technical and organisational measures, including secure connections, restricted access and protection of administrator accounts. If a security incident occurs, we assess the measures and notifications required. No system can guarantee absolute security.

We do not use your enquiry for solely automated decisions producing legal or similarly significant effects. We do not use the website for advertising profiling.

10 Your rights and contact

You may request access, rectification, erasure or restriction of processing. You may object to processing based on legitimate interests. Where the legal conditions apply, you may request data portability. You may withdraw consent at any time without affecting the lawfulness of earlier processing. These rights are not unlimited; statutory retention duties may, for example, restrict deletion.

Send your request to info@mavawi.com. We verify your identity proportionately and do not routinely ask for a complete copy of an identity document. We normally respond within one month. If an extension is necessary and permitted, we explain the reason within that month; the extension is no more than two months.

You may lodge a complaint with the Autoriteit Persoonsgegevens at <https://autoriteitpersoonsgegevens.nl> or another competent European supervisory authority. For data we process solely on a client's behalf, we help direct the request to the appropriate controller.

11 Changes

This notice applies from 18/10/2026. We update it when our services or processing change. The current version states its version date. Where necessary, we inform affected people of material changes.