

Privacy Policy

CRN Off-Grid Solutions - webshop, advice and customer service

Version 1.0 | effective from 4 September 2026

Business	Camperreizen Nederland, trading as CRN Off-Grid Solutions
Address	Middenweg 24, 1764 KM Breezand, Netherlands
Email	info@crnoffgrid.com
Telephone	+31 6 44364526
Chamber of Commerce (KVK)	94875448
VAT identification number	NL243777887B01

This policy explains which personal data CRN Off-Grid Solutions processes, why it does so, with whom data may be shared and what rights you have.

Article 1 - Who is responsible for your personal data?

The data controller is Camperreizen Nederland, trading as CRN Off-Grid Solutions, established at Middenweg 24, 1764 KM Breezand, Netherlands, Chamber of Commerce (KVK) number 94875448.

For privacy questions or requests, you can contact us via info@crnoffgrid.com or +31 6 44364526.

VAT identification number: NL243777887B01.

CRN Off-Grid Solutions has not currently appointed a Data Protection Officer because no statutory obligation to do so has been identified for its current activities.

Article 2 - To whom and to what does this policy apply?

This Privacy Policy applies to webshop visitors, customers and prospective customers, people requesting advice, contact persons at business customers and people who contact us about delivery, returns, warranty or service.

This policy covers the website crnoffgrid.com, the webshop and checkout, contact and advice forms, email and telephone communication, and the administrative processing required for orders and service.

Article 3 - Which personal data do we process?

Depending on your interaction with us, we may process the following categories of personal data:

- Identification and contact details, such as name, address, country, email address and telephone number.
- Order and delivery data, such as order number, products ordered, quantities, delivery address, shipping method, status and return information.
- Invoice and business details, such as billing address, company name, Chamber of Commerce number and VAT identification number where relevant.
- Payment information, such as payment method, payment status, transaction identifier and refund information. Full card details are in principle processed by the payment provider and are not stored by CRN Off-Grid.
- Service, return and warranty data, such as serial numbers, product labels, photographs, descriptions of problems, measurement data and communications relating to a claim.
- Advice information that you provide yourself, for example vehicle or boat specifications, system voltage, required capacity, current components and technical files or photographs.
- Communication data from email, telephone, forms and other correspondence.
- Technical website data, such as IP address, device and browser information, log data, session data and security information.
- Cookie and analytics data, insofar as these are used and the required consent has been given or a statutory exception applies.
- Marketing preferences, such as your newsletter subscription, consent and unsubscribe status.

Article 4 - Purposes and legal bases

We process personal data only where there is a valid legal basis. The main processing activities are:

Purpose	Examples of data	Legal basis
Process order, pre-order and delivery	Contact, order, payment-status and delivery data	Performance of contract / pre-contractual steps
Process payment and refund	Transaction, payment-status and invoice data	Performance of contract; legal obligation where relevant
Returns, warranty and customer service	Order, contact, serial-number, photo and communication data	Performance of contract; legal obligation; legitimate interest

Provide technical advice	Contact details and system information supplied by you	Pre-contractual steps / performance of contract
Administration, VAT and tax obligations	Order, invoice and payment data	Legal obligation
Fraud prevention, security and prevention of misuse	IP, log, order and transaction data	Legitimate interest and, where applicable, legal obligation
Website improvement and statistics	Limited technical or analytics data	Consent or legitimate interest where a privacy-friendly statutory exception applies
Newsletter and marketing	Name, email and preferences	Consent; or existing-customer exception for our own similar products where permitted by law
Legal claims and disputes	Relevant order, communication and case-file data	Legitimate interest / legal obligation

Article 5 - From whom do we receive personal data?

We receive most personal data directly from you, for example when you place an order, complete a form, initiate a payment or contact us.

We may also receive data from parties needed to fulfil the order, such as Shopify, payment providers, carriers or business partners. This may include payment status, delivery status, return information or data needed for fraud or security checks.

Where a business customer provides details of a contact person, we expect those details to be shared lawfully.

Article 6 - With whom do we share personal data?

We do not sell your personal data. We share data only where necessary for our services, business operations or a legal obligation. Depending on the situation, personal data may be shared with:

- Shopify and service providers connected to Shopify for webshop functionality, checkout, order processing and e-commerce security.
- Payment service providers and banks for executing, verifying or refunding payments.
- Carriers, freight forwarders and logistics service providers for delivery and return transport, including transport of lithium batteries.
- Cloudflare and other hosting, security and infrastructure providers for website availability, security and delivery.
- Tally or a comparable form service when you request advice or contact us via an external form.
- Email, IT, accounting and administrative service providers that support us with communication and business operations.
- Epoch Batteries or another manufacturer/distributor where this is necessary to handle a technical question, warranty claim, replacement or product-safety issue. In that case, we share only the data necessary for that purpose.
- Professional advisers, insurers, supervisory authorities, police, tax authorities or other public authorities where this is legally required or necessary for a legal claim.

Where a party processes personal data solely on our behalf, we make arrangements regarding data protection and security where required.

Article 7 - Transfers outside the European Economic Area

Some technology or service providers may process personal data in countries outside the European Economic Area. Where an additional safeguard is required for such a transfer, we ensure that a valid transfer mechanism is used, for example an adequacy decision by the European Commission or appropriate contractual safeguards such as Standard Contractual Clauses.

You may contact us if you would like more information about the safeguards that apply to a specific processing activity.

Article 8 - How long do we retain personal data?

We do not retain personal data longer than necessary for the purpose for which it was collected, unless a statutory retention obligation or an ongoing claim requires a longer period.

For the main categories, we in principle use the following periods:

- Invoices and basic tax records: at least 7 years. A retention period of 10 years may apply to data falling under the One Stop Shop scheme.
- Order and delivery files: for as long as necessary to fulfil the order and thereafter for administration, service, disputes and legal obligations.
- Warranty and service files: for the duration of the handling process and, where relevant, for the duration of the applicable statutory or commercial warranty plus a reasonable period for handling claims.
- Standalone advice and contact requests that do not lead to an order: in principle no more than 2 years after the last substantive contact, unless there is a reason to retain them for longer.
- Newsletter data: until you unsubscribe or consent is otherwise withdrawn, while retaining the minimum record that may be necessary to respect your opt-out.
- Security and log data: for as short a period as possible and only for as long as necessary for security, troubleshooting and prevention of misuse.

Article 9 - Cookies and similar technologies

9.1 The webshop uses necessary technologies to make functions such as language selection, shopping cart, checkout, security and sessions work properly. Consent is not required for strictly necessary cookies insofar as the law provides for this.

9.2 For tracking cookies, advertising cookies or other non-essential tracking technologies, we request prior consent where legally required. It must be possible to refuse without the core functionality of the webshop being blocked.

9.3 Where consent is the legal basis, you can withdraw that consent at any time via the cookie settings. Withdrawing consent should in principle be as easy as giving it.

9.4 The cookie banner or a separate cookie overview provides current information about the categories used, purposes and third parties involved. This Privacy Policy does not replace the information in the cookie banner.

Article 10 - Security

We take appropriate technical and organisational measures to protect personal data against loss, unauthorised access, alteration or unlawful processing. In doing so, we take into account the nature of the data, the risks and the state of the art.

No digital system can guarantee absolute security. In the event of a security incident, we act in accordance with applicable notification and information obligations.

Article 11 - Your privacy rights

Depending on the circumstances, under the GDPR you have, among other things, the right of access, rectification, erasure, restriction of processing, data portability and objection to certain processing. Where processing is based on consent, you may withdraw that consent without affecting the lawfulness of processing carried out before the withdrawal.

You can submit a request via info@crnoffgrid.com. We may ask you for additional information where this is reasonably necessary to verify your identity. We respond to requests within the statutory period.

Some rights are not absolute. We may reject a request in whole or in part where permitted by law, for example where data is still needed to comply with a statutory retention obligation or for a legal claim.

Article 12 - Direct marketing

We do not send general marketing by email without a valid legal basis. In principle, we ask for consent for a newsletter. Where permitted by law, existing customers may receive information about our own similar products, provided that a clear, free opt-out is offered both when the email address is collected and in every message.

You can opt out of marketing at any time. An opt-out does not affect necessary service messages about an existing order, warranty claim or safety notice.

Article 13 - Automated decision-making

CRN Off-Grid does not use solely automated decision-making that produces legal effects for you or otherwise significantly affects you.

Payment and e-commerce providers may carry out automated fraud or risk checks under their own terms and privacy information. Where a decision is made by CRN Off-Grid, human review may take place.

Article 14 - Minors

The webshop and products are not specifically aimed at children. We do not knowingly collect personal data from children for marketing purposes. Where a minor contacts us, we process data only insofar as this is appropriate and lawful.

Article 15 - Complaint to the supervisory authority

If you have a complaint about the processing of your personal data, we would like to hear from you so that we can first try to find a solution. You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) or, where applicable, another competent European privacy supervisory authority.

More information about the Dutch Data Protection Authority can be found at autoriteitpersoonsgegevens.nl.

Article 16 - Changes to this Privacy Policy

We may amend this Privacy Policy when our services, service providers or legislation change. The current version will be published on the website with a new revision date.

Where a change has material consequences for processing for which additional information or consent is required, we will inform data subjects in an appropriate manner.

Article 17 - Contact

Privacy questions and requests can be sent to info@crnoffgrid.com.

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