

# Privacy Policy

Updated: September 26, 2025

Scope. This Privacy Policy applies to all websites operated by NETGO sp. z o.o. ("Vignette Express"), including but not limited to: vignetteexpress.com, vignetteoesterreich.eu, vignetteczech.eu, vignette-schweiz.com, vignettehungary.eu, vignetteromania.eu, vignetteslovenia.eu, bulgariavignette.eu, slovakivignette.eu.

## 1. Who processes your data

The data controller is NETGO sp. z o.o., ul. Graniczna 29, 40-017 Katowice, Poland, NIP: 9542755521, KRS: 0000559238.

## 2. Data Protection Officer

Contact: support@vignetteexpress.com

## 3. What data we process

- Identity & contact: first name, last name, email; optionally billing address.
- Vehicle data: license plate number, country of registration, vehicle category.
- Order & billing: order number, selected product (vignette/route toll), amount to pay, payment status; payment tokens with providers (we do not store card numbers).
- Communications: messages you send us (support, complaints, requests).
- Technical data: IP address, cookie/device IDs, session data and event logs (not used for profiling).

## 4. Purposes & legal bases (GDPR)

Contract performance (Art. 6(1)(b) GDPR)

Processing orders, registering vignettes/route tolls on your behalf, order communications, issuing invoices/receipts.

Legal obligations (Art. 6(1)(c) GDPR)

Tax and accounting records, responses to public authorities.

Legitimate interests (Art. 6(1)(f) GDPR)

Service security, claim establishment/defence, service quality analytics, basic direct marketing of our services.

Consent (Art. 6(1)(a) GDPR)

Service review invitations (Trustpilot), marketing cookies / advanced analytics.

## **5. Cookies / analytics**

We use strictly necessary cookies (session, language preferences) and — upon your consent — analytics and marketing cookies.

Analytics: Google Analytics (IP anonymisation, traffic stats), Yandex Metrika (heatmaps, statistics).

Marketing & advertising: Google Ireland Ltd. (Google Ads), Microsoft Ireland Operations Ltd. (Microsoft Advertising). These partners may place cookies or similar technologies for the purpose of measuring campaign effectiveness and delivering personalised ads, only if you provide consent.<sup>6</sup> Data recipients

Public authorities and road toll operators; Payment providers: PayU, Stripe, PayPal, Klarna (independent controllers); IT/hosting providers, legal/accounting firms; Trustpilot A/S (review invitations).

Advertising partners: Google Ireland Ltd. (Google Ads), Microsoft Ireland Operations Ltd. (Microsoft Advertising).

## **7. Transfers outside the EEA**

Where data is transferred to a third country (e.g., the USA), we rely on the European Commission's Standard Contractual Clauses (SCCs) or other safeguards under Chapter V of the GDPR.

## **8. Data retention**

- Order & billing records: up to 6 years (tax/accounting laws; claims).
- Communications: up to 3 years (claims).
- Technical data/logs: up to 12 months (security).
- Consent-based data: until consent is withdrawn.

## **9. Your rights**

Access, rectification, erasure, restriction; portability (when lawful); objection; withdrawal of consent at any time; complaint to the supervisory authority (in Poland: President of the Personal Data Protection Office).

## **10. Security**

We apply appropriate measures proportionate to risk, including TLS encryption, access controls, event logging, and regular security testing.

## **11. Changes to this Policy**

We may update this document periodically. The latest version will be published on our website with its effective date.

## **12. Contact**

For privacy matters, contact us at: [support@vignetteexpress.com](mailto:support@vignetteexpress.com)

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