# CATCHSPOTTER PRIVACY NOTICE

*CatchSpotter | 30 October 2026*

*This privacy notice explains which personal data we use, why we use it and what rights you have.*

*This is a translation of the Dutch version. In the event of any discrepancy, the Dutch version prevails, unless mandatory law provides otherwise.*

## 1. Who is responsible and who does this notice apply to?

CatchSpotter (also referred to as 'we', 'us' and similar terms) is an online platform where independent fishing guides offer fishing trips and customers can search for and book them. We process personal data relating to visitors, customers, participants, fishing guides and people who contact us.

CatchSpotter is a sole proprietorship located at Hofbeeklaan 77, 6715 EA Ede, the Netherlands. Dutch Chamber of Commerce number: 85544965. VAT identification number: NL004113819B20. Email: info@catchspotter.com. Website: catchspotter.com.

We are responsible for processing personal data for our own platform services. Fishing guides process the data they receive to carry out a confirmed trip for their own purposes and are independently responsible for that processing.

## 2. What data do we process?

For visitors, we process technical data such as IP addresses, browser types, devices, pages visited, security logs and cookie preferences.

For customers, we process names, email addresses, telephone numbers where provided, account details, booked trips, dates and times, number of participants, message content, payment status, booking numbers, cancellations, refunds and practical information provided.

For fishing guides, we process contact and profile details, business details where applicable, country, trips offered, photographs and videos, prices, availability, information about boats and equipment, stated experience, permits, insurance and any uploaded documents. Where we need to verify information, additional identification and payment details may be required.

For communications and reviews, we process messages, contact requests, review text and star ratings, and information that allows us to establish whether a review relates to a genuine booking.

Please do not share medical or other sensitive data unnecessarily through the platform. You can discuss information needed for your safety during a trip directly with the fishing guide.

Your name, email address, booking details and payment information are required to submit a booking request. Without this information, we cannot process the booking. Fishing guides must provide the information necessary for registration, publication and handling bookings and payments; without it, the relevant functions cannot be used. We are legally required to record and retain certain financial information. We request other information only where it is needed for the specified service or where you choose to provide it.

## 3. Where does the data come from?

We obtain data when you visit our website, submit a booking request, use an account, register as a fishing guide, complete a profile, send a message or write a review. We also receive necessary payment information from the payment service and may receive information from the other party to a booking.

To contact prospective business fishing guides, we may obtain business contact details from publicly accessible business websites, public business profiles or business registers, where these sources are actually used for the relevant approach. This may include names, business contact details and information about the services offered. You can ask us for the source of the data. Public availability does not mean that we may freely use this data for unsolicited commercial messages.

## 4. Why do we use data?

We use account and contact details to create and manage accounts and provide the agreed platform services. When you submit your first booking request, we automatically create a customer account for you and notify you by email.

We use booking details to send requests to fishing guides, process confirmations, record bookings, send messages and handle cancellations or refunds. This is necessary to perform our agreement with you.

We process payment information to keep records of deposits, commissions and refunds. We must retain some financial information to comply with administrative and tax obligations.

We process messages to enable contact between customers and fishing guides. This is necessary to perform our platform agreement. We handle questions and complaints about our services on the basis of that agreement. We handle reports of misuse, disputes and other requests on the basis of our legitimate interest in managing the platform, resolving problems and protecting our rights.

We display profiles, listings and reviews to operate the platform. To the extent that reviews and certain public information are not directly necessary for the agreement, we have a legitimate interest in providing users with reliable information. We may carry out checks to combat fake reviews.

We use technical and security data to protect the platform against fraud, spam, unauthorised access and failures. We do so on the basis of our legitimate interest in a secure and reliable platform. Where a specific legal obligation requires us to process or disclose particular data, we use that obligation as the legal basis.

We use data for newsletters and other commercial messages where you have consented or where a valid exception for existing customers applies. You can always unsubscribe.

For separate advertising use of photographs or videos in which customers are identifiable, we rely on their freely given consent. Consent can be withdrawn by emailing info@catchspotter.com. For other uses of images, we assess separately whether there is a valid legal basis.

## 5. Bookings and data sharing

You can view trips without an account. When you submit a booking request, we automatically create an account. The fishing guide receives the information needed to assess the request. After acceptance, we share the additional contact details and practical information needed to carry out the trip. If the request is rejected or is not accepted, the deposit is refunded.

The fishing guide may use the data received to prepare and carry out the trip, provide necessary follow-up assistance and comply with their own legal obligations. The fishing guide may not use this data for advertising without a valid legal basis.

## 6. Payments and administration

When submitting a booking request, the customer pays a deposit through CatchSpotter. This equals the commission agreed between CatchSpotter and the fishing guide for the booking. The customer pays the remaining balance directly to the fishing guide. We use an online payment provider for online payments.

We process, among other things, the booking number, payment status, amount paid, refunds and information for financial administration. The online payment provider also processes payment details. We do not always have access to full bank or card details.

## 7. Email, chat and WhatsApp

We send necessary emails about accounts, bookings, payments and complaints. Customers and fishing guides can exchange messages within the platform. We do not routinely read these messages, but we may view them where necessary for security, complaints or investigations into misuse.

We may offer additional notifications through Meta’s WhatsApp Cloud API. We request separate consent for this where necessary. This option is switched off by default and is not required to make a booking. Use involves processing, among other things, the telephone number and message details. You can withdraw consent by emailing info@catchspotter.com or using the available unsubscribe option.

## 8. Photographs, videos and promotion

Fishing guides may provide photographs and videos to showcase their offerings and promote CatchSpotter. Customers or other people may be identifiable in these images. For separate advertising featuring identifiable customers, we ensure that there is an appropriate legal basis, generally freely given, demonstrable consent.

Consent to a booking does not mean that you consent to appearing identifiably in advertising. You can withdraw consent. We will then stop new use based on that consent and deal with existing publications in accordance with the applicable rights. We cannot remove all copies already made by other people.

For minors, we arrange the necessary consent through their parent or legal representative.

## 9. Newsletters, advertisements and cookies

You can subscribe to newsletters about the platform. You can unsubscribe through any commercial email or by emailing info@catchspotter.com. When approaching new fishing guides commercially, we do not treat public contact details as unrestricted permission to send unsolicited email or WhatsApp messages.

We may use advertising and analytics services to improve our website and measure campaigns. We request prior consent for cookies and similar technologies that require it. You can refuse consent or change your choice later. Further information is available in the cookie information on our website.

## 10. Who do we share data with?

We share data with the fishing guide with whom the booking is made and with service providers necessary for the website and our business operations. These include providers of hosting, website management, booking software, payments, email, messaging, security, backups, cloud storage, analytics, advertising and administration.

We use services including hosting and WordPress software, WooCommerce, an online payment provider, WhatsApp through Meta, security and backup software, and business cloud storage. We put the necessary confidentiality and security arrangements in place with processors.

We also share data where a competent authority is entitled to require it or where necessary for legal advice or handling a dispute. We do not sell personal data.

## 11. Transfers outside the EEA

Where personal data is transferred to a recipient outside the European Economic Area (EEA), we ensure in advance that there is a valid legal basis for the transfer. This may be an adequacy decision of the European Commission. In the absence of such a decision, we use, for example, approved standard contractual clauses and take additional measures where necessary to protect the data adequately. We do not transfer data without a valid legal basis.

You can email info@catchspotter.com to ask whether your personal data is transferred outside the EEA, to which countries or categories of recipients, what safeguards apply and how you can obtain a copy of them or where you can consult them.

## 12. Retention periods

We retain personal data for as long as necessary for the purpose for which we use it. We determine the retention period on the basis of the function of the data, the duration of an account or booking, the need to handle questions and disputes, and any statutory retention obligations. Once data is no longer needed, we delete or anonymise it.

We retain account and profile data for as long as the account is used and thereafter only for as long as necessary to handle outstanding bookings, payments and requests. We retain booking, payment and administrative data for as long as necessary to perform and settle bookings and comply with statutory record-keeping and retention obligations. We retain messages and complaints for as long as necessary to handle them and, where applicable, substantiate agreements made or disputes. We retain security logs for as long as necessary to identify and investigate misuse and security incidents.

Reviews and public profile material remain available for as long as their publication is relevant to the platform and lawful. We retain evidence of consent for as long as necessary to account for that consent and any withdrawal. Backups are replaced or deleted in accordance with the established retention cycle; data from backups is not reused without a valid reason.

Where data remains necessary because of an ongoing dispute, a specific claim or a legal obligation, we retain only what is necessary for that purpose. We periodically assess whether data is still needed and adjust our retention settings accordingly.

## 13. Security and personal data breaches

We protect data with appropriate measures, including access restrictions, secure connections, software updates, backups and security checks. Only authorised persons and service providers have access to the data they need for their work.

In the event of a possible personal data breach, we investigate what happened and whether individuals are at risk. Where necessary, we notify the Dutch Data Protection Authority and the individuals concerned of the breach.

## 14. Your privacy rights

You can ask us what data we hold about you, to correct inaccurate data or to delete data. In certain situations, you can request restriction of processing or data portability, or object to processing based on our legitimate interest.

You can withdraw consent at any time. This does not affect the use of your data before you withdrew consent. If you object to direct marketing, we stop that processing.

CatchSpotter does not make decisions about individuals based solely on automated processing that produce legal effects or similarly significantly affect them. If we introduce such decision-making in the future, we will inform the individuals concerned in advance about how it works, its significance and expected consequences, and the rights that apply.

## 15. How do you submit a request?

Send your request to info@catchspotter.com. We will respond within one month of receipt. If a request is complex or we receive several requests, we may extend this period by up to two months. We will inform you within the first month and explain why.

If we need to verify your identity, we request only the information necessary for that purpose. Requests are generally free of charge. For manifestly excessive or unfounded requests, we may refuse to act or charge a reasonable fee.

## 16. Minors and special categories of data

Only adults aged at least 18 may make bookings independently or register as fishing guides. Minors may participate under the supervision of a suitable adult and with the consent of their parent or legal representative where required.

Do not share medical or other sensitive information in public profiles or reviews. For information needed for a safe trip, you can contact the fishing guide directly and share only the necessary information.

## 17. Complaints and changes

If you have a complaint about the use of your personal data, email info@catchspotter.com. You can also lodge a complaint with the Dutch Data Protection Authority through autoriteitpersoonsgegevens.nl. You do not have to complain to us first.

We may amend this privacy notice when our services or data processing activities change. The current version is available on our website. We notify users of significant changes where necessary.