

General Privacy Policy

The Engine Partners Group General Privacy Policy – last updated 6 October 2026

Who we are

The Engine Partners Group supplies OEM spare parts for marine main engines, auxiliary engines and turbochargers. Turbo Partners, part of the group, services turbochargers. We have distribution centres in Rotterdam (the Netherlands) and Busan (South Korea), and sales offices in Piraeus (Greece) and Limassol (Cyprus).

Engine Partners (Holland) B.V. is responsible for the processing of personal data described in this policy. It is registered with the Dutch Chamber of Commerce under number 24259013 and located at Lorentzweg 12, 3208 LJ Spijkenisse, the Netherlands.

Who this policy is for

This policy is for everyone we deal with who is not employed by the Engine Partners Group or one of its companies: customers, suppliers, visitors to our premises and visitors to our website.

Personal data

Personal data is any information about an identified or identifiable person. A person is identifiable if they can be recognised directly or indirectly, for example by a name, an identification number, location data or an online identifier.

How we collect personal data

We collect personal data in the following ways:

- When you give it to us, for example in a quote request, an email or a phone call
- When we create it while handling orders and managing our business relationship with you
- When you have made it public yourself
- When we receive it from third parties, such as your employer or a ship manager you work with
- When you visit our premises (video surveillance)
- When you visit our website

Types of personal data

Depending on how you deal with us, we may process:

- Identity data, such as your name and job title
- Business and personal contact details
- Nationality and tax identification data
- Financial data

- Communications, such as emails and quote requests
- Transaction data
- Photos and video
- Technical data from your visit to our website, such as your IP address

Why we process personal data

We only process personal data when we have a legal basis for it:

- To prepare quotes and carry out orders. This is necessary for the contract with you or your company, or for the steps before it.
- To run our daily operations and manage our relationship with you or your company. This is our legitimate interest.
- To improve our products, services and website. This is our legitimate interest.
- To inform you about our products, services and events that may interest you. This is our legitimate interest. You can ask us to stop at any time.
- To protect our company assets and the safety of staff and visitors on our premises. This is our legitimate interest.
- To comply with laws and regulations, such as tax and export rules. This is a legal obligation.

Quote requests on our website

When you send a quote request through the form on our website, we receive the details you enter: your name, company and email address, and the details of your request, such as vessel, engine type, parts and attachments. The form sends them to us by email. We use them to answer your request and to handle any order that follows. The website itself does not store them. Each request gets a reference number, which our hosting provider logs without any other details.

Visitor statistics

We count visits to our website with Vercel Web Analytics. It does not use cookies. Visitors are counted with a code that is deleted after 24 hours, so visits cannot be traced back to you. We only see totals, such as the number of visitors per page and per country.

Your country on our map

The map on our homepage shows the office nearest to you. To do this, our hosting provider determines the country your internet connection comes from, based on your IP address. We use only the country, and only to show the map. It is not stored.

Hosting and security

Our website is hosted by Vercel. Like any web server, it processes your IP address and technical details of your browser to deliver the pages and to protect them against misuse. These logs are kept for a short time only.

Cookies and other websites

Our website does not use cookies. It does not load fonts, videos or other content from other companies. Links to other websites, such as LinkedIn, ShipServ and our partners, lead to sites with their own privacy policies.

Who receives personal data

Staff of the Engine Partners Group and its companies can access personal data for the purposes above. Where the law allows, we may also share it with:

- Service providers that process data for us, such as our IT service provider, Vercel (website hosting) and Scaleway (sending the quote request emails)
- Third parties needed to carry out an agreement with you, such as forwarders that deliver your order
- Third parties you ask us to send your data to
- Banks and payment providers
- Our professional advisors, such as auditors, accountants and lawyers
- Governmental, legal, regulatory and tax authorities

We do not sell personal data.

Transfers outside the European Union

We work worldwide, so your data may be shared with our office in South Korea. The European Commission considers South Korea to protect personal data adequately. Vercel is a company from the United States. When data is transferred to the United States, it is protected by appropriate safeguards, such as the standard contractual clauses of the European Commission. Scaleway processes data in France.

How long we keep personal data

We keep personal data only as long as needed for the purposes above, and as long as the law requires. In the Netherlands, for example, business and tax records must be kept for seven years.

Security

We take technical and organisational measures to protect personal data against loss and unauthorised access. For example, our website only works over an encrypted connection.

Your rights

You have the right to:

- Access your personal data and receive a copy of it
- Have incorrect personal data corrected
- Have your personal data erased, unless the law requires us to keep it
- Restrict or object to the processing of your personal data
- Object at any time to the use of your personal data for direct marketing
- Receive your personal data in a usable format, or have it sent to another organisation

You can exercise your rights at any time by emailing privacy@enginepartnersgroup.com. To handle your request quickly and securely, please include:

- Which right you want to exercise
- Which personal data, or which type of data, your request is about
- How we can reach you to confirm your identity

Please do not send a copy of your passport or ID card unless we ask for it. We answer within one month.

Complaints

If you have a concern about how we handle your personal data, please contact us first. You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) or with the data protection authority in your country.

Changes to this policy

We may update this policy, for example when our services or the law change. The current version is always on our website, and the date at the top shows when it was last updated.