



PRIVACY STATEMENT — PROTECTION OF PERSONAL DATA

WAGENBORG PASSAGIERSDIENSTEN (WPD)

Privacy principles WPD

As WPD, we take the protection of personal data seriously. We protect personal data that we process to ensure the privacy of individuals. WPD follows the following privacy principles:

- We only use personal data in a purposeful and lawful manner;
- We store all data in a secure manner and take all reasonable steps to protect data against misuse;
- We comply with all applicable laws and regulations regarding personal data protection.

Purpose and scope of this privacy statement

This privacy statement applies to all processing of personal data through www.wpd.nl. This privacy statement describes how WPD collects, uses and protects personal data as part of our business operations.

Why WPD processes personal data

Registration of ferry and parking reservations

To make (car) reservations for the ferry or for parking, we need to register information about the person(s) who make(s) or use(s) the reservation. We must be able to verify the identity of these persons at the ferry terminal check-in. In the event of a change in the reservation, a no-show, postponement or cancellation of a sailing, we must be able to inform the person(s) concerned. If a journey is made with a vehicle, the owner of that vehicle must be known to WPD in order to be able to contact them in the event of calamities or other special circumstances.

For these purposes, we may process the following personal data: gender, name, address, zip code and place, e-mail address, telephone number and car registration. We store this information in a secure reservation system.

Application of the island resident rate

To apply the correct transport rates, such as the island resident rate, WPD is provided with limited personal data by the municipalities of Ameland and Schiermonnikoog from their Personal Records Databases (BRP). These data are used exclusively to verify if a person is a resident of the municipality concerned and is therefore eligible for the reduced rate.

Website visits

WPD records data on how this website is used, such as visitor numbers, pages visited, and properties of the web browsers used. This data allows WPD to improve the website and adapt it to the user's needs. Cookies are used in the process. These cookies help us ensure that you do not receive or have to enter the same information each time you visit our website. In addition, cookies are important for being able to make and complete a reservation.

Personal data is for internal use only and is not transferred to other organisations.



Underage children

Our website and/or service does not intend to collect data about website visitors who are younger than 16 years of age. However, we cannot check if a visitor is over 16 or not. We therefore encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you believe that we have collected personal data about an underage child without parental consent, please contact us at privacy@wpd.nl or by letter (see Requests for inspection, correction or deletion of personal data).

Contact via the contact form

Visitors to www.wpd.nl may use the contact form for questions and comments. In order to respond to the message, WPD records the name, e-mail address and phone number of the person posting the message.

How WPD processes personal data

WPD processes personal data of data subjects with due care and in accordance with the strict rules of Dutch and European legislation on the protection of personal data.

We take all reasonable steps to ensure that personal data:

- is only used for the services provided by WPD;
- Is never transferred to third parties, unless under the conditions described below;
- is carefully stored and protected from access by persons with malicious intentions;
- is periodically cleaned up.

How WPD protects personal data

WPD emphasises the importance of secure storage of personal data. For that reason, we take all reasonable precautions to protect personal data from misuse or unauthorised access, disclosure, alteration, destruction and loss. In particular, we do this by:

- securing the transfer, storage and processing of personal data using appropriate technical, physical and organisational measures, and maintaining an appropriate level of security. For example, the data in your account on www.wpd.nl is secured via Secure Socket Layer (SSL);
- limiting access to personal data on a “need to know” basis to authorised individuals who are subject to strict confidentiality obligations;
- making binding agreements with the parties who store our data;
- reviewing our privacy policy and other methods of protecting personal data as necessary.

With whom WPD shares personal data

WPD reserves the right to disclose personal data from time to time to service providers it engages to support its day-to-day business activities. To make payments possible, personal data are provided to banks. Service providers may only process personal data in accordance with WPD's instructions and WPD will, to the extent possible, contractually impose its privacy policies and methods for protecting personal data on third parties.



Data from the BRP to determine transport rates

To apply the island resident rate, WPD is provided with limited personal data by the municipalities of Ameland and Schiermonnikoog from their Personal Records Databases (BRP). These data are used exclusively to verify if a person is eligible for the reduced rate and are not shared with other parties.

Requests for inspection, correction or deletion of personal data

Upon request, WPD may grant persons to whom the personal data relates and persons/organisations who have authorisation from within a legal framework access to the personal data stored. If the data prove to be incorrect or are stored in violation of personal data protection laws, WPD will correct and/or delete such data. Data subjects who wish to request inspection, correction or deletion of personal data can contact the Privacy Officer at privacy@wpd.nl or by letter:

Wagenborg Passagiersdiensten

FAO: privacy officer

Postbus 70

9163 ZM, Nes Ameland

Unreasonable requests or requests where the privacy of third parties is compromised may be rejected.

Reporting

If data subjects have complaints or questions regarding the processing of personal data by WPD, they can contact the Privacy Officer at privacy@wpd.nl or by letter. Data subjects also have the right to lodge a complaint with the [Autoriteit Persoonsgegevens](#) [the national regulator].

Revision

WPD will update this privacy statement from time to time. The last changes were made on 22 October 2025.