

Privacy Policy

Last updated: 18 February 2026

Registered organization: Counter Flow Products B.V.

Registered address: Baileystraat 2M, 8011 AZ Zwolle, The Netherlands

Trade name: Recoup Europe

Part of: Kohler Mira Ltd.

This privacy policy explains which personal data we collect, why we process this data, and what rights individuals have under the General Data Protection Regulation (GDPR).

1. Data Controller

Recoup Europe, represented by Counter Flow Products B.V., is responsible for the processing of personal data as described in this privacy policy.

Contact details:

Baileystraat 2M

8011 AZ Zwolle

The Netherlands

Email: Info@recoup.eu

Phone: +31 (0) 85 0067866

Dutch Chamber of Commerce number: 76300005

2. What Personal Data We Collect

- Name, email address and phone number (via contact form)
- Information submitted in comments or forms
- IP address and browser information (for spam detection)
- Cookies and technical data such as browser type and time of visit

3. Purposes of Processing

- Responding to questions and communication
- Improving our website and services
- Preventing spam and misuse
- Complying with legal obligations

4. Legal Bases for Processing

- Consent
- Performance of a contract
- Legitimate interest
- Legal obligation

5. Data Retention

Personal data is not kept longer than necessary for the purpose for which it was collected, taking into account applicable legal retention periods.

6. Cookies

Our website uses functional cookies and, where applicable, analytical cookies after consent has been given.

7. Sharing with Third Parties

We only share personal data with service providers who support us (such as hosting providers) or when this is required by law. We do not sell personal data.

8. International Data Transfers

Personal data is generally processed within the EU/EEA. If data is processed outside the EU/EEA, this will only take place with appropriate safeguards in place.

9. Rights of Data Subjects

- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object
- Right to withdraw consent

Requests can be sent to: info@counterflow.nl

10. Security

We have taken appropriate technical and organisational measures to protect personal data.

11. Complaints

If you believe that we are not handling personal data correctly, you may file a complaint with the Dutch Data Protection Authority.

12. Changes

We reserve the right to amend this privacy policy. The most recent version will always be published on our website.