
Privacy Policy

Effective Date: 1 October 2024

FAQtory B.V. ("we", "us", or "our") is committed to protecting your privacy and safeguarding your personal data. This privacy policy explains what data we collect, how we process and protect it, and what rights you have regarding your personal data, in accordance with the General Data Protection Regulation (GDPR).

1. What data do we collect?

We may collect the following personal data:

- **Name:** For identification purposes.
- **Contact information:** Such as email address, phone number, and postal address.
- **User information:** Information about your interactions with our website, such as IP address, browser type, and cookies.
- **Payment information:** If applicable, we may collect data for processing payments, such as bank details or credit card numbers.

2. Why do we collect data?

We collect your personal data for the following purposes:

- To provide our services and products.
- To improve our website and user experience.
- To process payments and handle transactions.
- To maintain communication with you about our services, products, and promotions.
- To comply with legal obligations.

3. Legal basis for processing

We process your personal data only if we have a valid legal basis for doing so, such as:

- **Your consent:** When you agree to the use of your data for specific purposes.
- **Performance of a contract:** When processing is necessary to provide our services to you.
- **Legal obligation:** When processing is necessary to comply with legal obligations.
- **Legitimate interest:** For example, to improve our services or prevent fraud.

4. How long do we retain your data?

We retain your personal data only for as long as necessary for the purposes for which it was collected, unless a longer retention period is required by law.

5. Sharing your data

We only share your personal data with third parties when necessary to provide our services or when we are legally obliged to do so. These third parties may include:

- External service providers who assist us with data processing (e.g., hosting providers, payment processors).
- Government authorities if required by law.

6. Your rights

You have the following rights regarding your personal data:

- **Right of access:** You can request access to the personal data we hold about you.
- **Right to rectification:** You can request that we correct any inaccurate or incomplete data.
- **Right to erasure:** You can request that we delete your personal data, unless we have a legal reason to retain it.
- **Right to restrict processing:** You can request that we limit the processing of your data.
- **Right to object:** You can object to the processing of your data based on legitimate interest.
- **Right to data portability:** You can request that we transfer your data to another party.

You can exercise these rights by contacting us via info@faqtory.nl.

7. Data security

We take appropriate technical and organizational measures to protect your personal data from loss, misuse, unauthorized access, disclosure, alteration, or destruction. In case of a personal data breach, we will notify both the relevant supervisory authority and affected individuals where required by law.

8. Cookies

Our website uses cookies to enhance your experience. More information about our cookie policy can be found in our separate cookie policy found on our website, [factory.nl](#) (Left bottom, click on cookiebot icon)

9. Children's Data

Our services are not intended for children under 16. If we unknowingly collect such data, please notify us.

10. Changes to this privacy policy

We reserve the right to modify this privacy policy at any time. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy regularly to stay informed of any changes.

11. Contact

If you have any questions about this privacy policy or wish to exercise your rights, you can contact us at:

FAQtory B.V.

Vondellaan 64, 3521 GH

+31 15 3010 270

info@faqtory.nl
