# Privacy Statement Offorte / Dvotion BV

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**Offorte.com is a service of Dvotion BV.**

This document regularly talks about "Account", which is a collective name for an account within the services of Dvotion. If, for example, you have an account on Offorte, it automatically falls under the name "Account". By "Customer" we mean the business customer that holds the Account. By "User" and "Users" we mean people who use the Account on the Customer's behalf. By "you" and "your" we mean the person whose personal data this statement concerns. With "Dvotion", "Offorte", "Service", "we" and "us" we mean Dvotion B.V. located at the Bramentuin 28 in Teteringen, the Netherlands. Dvotion is registered with the Chamber of Commerce under number 20102594.

## Privacy

Privacy is something that Dvotion takes very seriously. Dvotion will always do its utmost to protect your personal data and has taken organisational and technical measures. Dutch law applies to you and Dvotion. The processing of personal data is therefore done in accordance with the General Data Protection Regulation (GDPR). When Dvotion changes this Privacy statement, changes are included directly in this statement. For any questions regarding this statement, you can mail to support@offorte.com

## Personal data

Within the Service of Dvotion Users can record personal data and other company-sensitive data. The Customer decides which information its Users store in the Service. The Customer is responsible for the processing of this data and must comply with the legal requirements that apply. Dvotion is the processor for this data. The data processing agreement of Dvotion applies to it. Dvotion does its utmost to protect your (personal) data and has taken organisational and technical measures.

Only employees of Dvotion who need it for their work have access to your data. To provide good support or to solve a software error, Dvotion may log in to your Account. This happens with your knowledge and your prior approval. Your data will otherwise only be used by you and / or by parties you invite, for example Users, prospects, and companies, by software and AI systems you connect to your Account, and by the partners on our partners page. Dvotion and the Customer both ensure that persons who have access to the data mentioned will keep this secret and will not share it with third parties.

## Identity

When you sign up for our Service, we ask for your name, company name and e-mail address and your IP address is saved. That is to personalise your new Account and so we can send you invoices, updates or other essential information. We will never sell your personal information to third parties and we will not use your name or company in marketing statements without your permission. You can see the data of your Account in your Account. If you want to know which other data we keep about you, mail to support@offorte.com.

## Legal bases

We process your data to perform our agreement with you, to comply with legal obligations such as the tax retention obligation, and on the basis of our legitimate interest in improving and securing the Service and our website. For analytics cookies on the website, we ask for your consent. You can withdraw that consent at any time by deleting the cookies of our website in your browser. You will then be asked again.

## AI features

When you use AI features, Dvotion sends the content you enter or select for them to AI providers. These providers generate the result and may translate text first. Some of them are located in the United States. They do not use your data to train their models. The result is stored in your Account and is deleted together with the Account. Our partners page names each AI provider, its location and the legal basis for the transfer: https://www.offorte.com/en/partners

## Share information with third parties

Apart from the partners on our partners page, the only times we will ever share your information with third parties are:

- To offer products or services that you have requested, with your permission.
- Investigating, preventing or taking action with regard to illegal activities, suspected fraud, situations with potential threats to the physical safety of a person, violations of our conditions or otherwise legally required.

- When Dvotion or the service is taken over by or merged with another company. We will notify you well in advance via the Service before any information about you is transferred and subject to a different privacy policy.

**Police / Justice**

Although we may be asked to disclose your personal information in response to a legitimate request from government authorities, Dvotion only hands over your data when we are legally required to, for example under a court order or a lawful order from the public prosecutor. We reject any other requests. We always inform you when such requests are made, unless legally excluded.

**Security**

All traffic to the Service uses HTTPS (TLS). When you connect your own (sub)domain, a short period of HTTP traffic is possible until the certificate is active. This usually takes a few hours. Databases and backups are stored encrypted. We store passwords only as a secure hash. We also regularly update the software used by Dvotion and use techniques and methodologies to provide a secure service. The full list of measures is in our data processing agreement.

**Cookies**

Dvotion uses cookies to improve our services and the website. Our cookie statement explains which cookies we use and why.

**Analytics**

Dvotion uses an analytics provider to learn how the marketing website and the Service are used and to measure how efficient our marketing campaigns are. The analytics provider collects data such as: which pages are visited and the number of visitors. On the website, this happens after your consent. Our analytics provider stores this data in the European Economic Area.

Within the Service, we use an error tracking provider to collect error messages. These error messages can sometimes be traced back to an individual Account and help us to improve the Service.

Our partners page names these providers: https://www.offorte.com/en/partners

**Third parties**

Dvotion uses external suppliers and hosting partners to provide the hardware, software, networks, storage and related technology we need to deliver our services. Our hosting providers store your data on servers in the European Economic Area. Some other partners, such as AI providers, process data outside the European Economic Area. Our partners page states the name, purpose, location and basis for transfer of each sub-processor: https://www.offorte.com/en/partners

**Changes to our partners**

When we plan to add or replace a partner, we update our partners page and inform the account owner by email at least 30 days before the change. In urgent cases, such as a security issue with a partner, we may switch sooner. We then inform you as soon as possible.

**Export data**

Within the service you have the option to make an export from your data to a computer friendly format (JSON).

**Deleted data**

When you cancel your Account, we delete the data stored in your Account from our active systems within 31 days and from our backups within 60 days. If a subscription ends without renewal, we mark the Account for deletion 150 days after the end date of the subscription. The same periods then apply. We keep invoices and the account details that belong to them, such as company name, name and email address, for 7 years, as Dutch tax law requires. We use business correspondence and feedback to respond to you and improve the Service. We keep this information for three years after the last interaction, unless a legal obligation or a specific dispute requires longer retention.

**Your rights**

You have the right to access, correct or delete your personal data. You can also object to the processing, restrict the processing or have your data transferred. Send your request to support@offorte.com. If it concerns data that an Offorte User has recorded about you in the Service, the Customer that holds the Account is responsible. Please contact that Customer. You also have the right to file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).