

Privacy Policy

General principles

Puterize greatly values the privacy of our clients and complies to local laws and regulations. In the European Union this implies General Data Protection Regulation (GDPR) compliance. Wherever user data is collected, we try our best to keep the user informed. We adhere the following principles:

- Let the user know what data is collected
- Let the user know for what purpose the data is collected
- Requires direct user interaction before the data is definitely uploaded to our servers
- Do not share user data with third parties unless it's needed for features of our platform
- Use up-to-date security methods to store user data safely
- Notify users whenever there is change in our privacy policy
- Provide a mechanism for users to export or delete their data

Cookies

At Puterize we try to avoid using cookies whenever possible, but occasions may arise that the implementation of a certain technique requires cookies to be stored in the user's browser. In such cases we will always prompt the user to explicitly agree to the usage of cookies. As of January 1, 2024, we do not use cookies of any kind in our services, if and when this stops being true, we will update our privacy policy and inform our clients.

Categories of user data

- Basic identity information, such as name, age, sex etc
- Contact information, such as email, phone number, address etc
- Financial information, such as information on credit card, debit card, paypal etc

Basic identity information and contact information are used for communication either between Puterize and our users or among our users themselves. Financial information if used for payment of our service.

Duration of data storage

We keep all users' data as long as they are active on our platform, unless they explicitly request to delete their data. If a user is inactive for 18 months, we will notify them, and give them a grace period of 3 months to export their data, and then definitively delete the data from our system.

Minors

It is highly unlikely we will ever process personal data from people younger than 16 years (minors). If a situation arises where we need to process data from a minor, we will only do it after acquiring formal agreement from their guardian or legal representative.

Data security

We adhere to the following principles in terms of data security:

- All personnels in Puterize are required to sign a non-disclosure agreement
- All personnels are only given minimal privilege when they do need to access user data
- All users are required to set a strong password when they register
- Two-step verification is mandatory
- Https for all Puterize websites
- Https for all external service that we use (when we use them)
- Database connection are encrypted with TLS
- Tests are regularly done to make sure all the security measures are working

User's access to their own data

Under the condition that the user can authenticate themselves on our platform, they can update, delete, or export their data. In case authentication is not possible, the user can request Puterize to do a manual deletion, if they are able to provide evidence to identify themselves and the evidence matches the records in our database.

Complaints

Users can always contact Puterize if they have any complaints about the way we handle their data. Users also have the right to file a complaint with the Dutch Data Protection Authority (<https://www.autoriteitpersoonsgegevens.nl/en>), if a solution is not found after contacting Puterize.

Exit policy

When an employee leaves Puterize, all credentials that they use to access any part of our platform will be revoked, making sure that a data leak is not possible. All device issued by Puterize to them will be recalled.

Contact details

- Email address: privacy@puterize.com
- Post address: Box A9776 Oder 20, 2491DC Den Haag, Netherlands