

Privacy policy Florisoft B.V.

This privacy policy explains how Florisoft B.V. handles your personal data. We outline what data we process, for what purpose, and how you can exercise control over it. This policy applies to all personal data we process from organizations, contact persons, and users of our systems and services.

Use of Personal Data

Florisoft B.V. offers various services for which it is necessary to process personal data to serve you effectively. This includes:

- Support via our helpdesk
- Incident and disruption response services
- Registration of contact persons (and groups)
- Invoicing and accounts receivable management
- Quotes and license management
- Mailings for information sharing, updates, or commercial purposes

Personal and Reliable Service

Due to the nature of our services, we have access to certain personal data. Florisoft values providing service that is personal, straightforward, and reliable. We continuously aim to improve our processes and tailor them to the needs of our users.

When you contact us (for example with a question, report, or issue), we log this communication in our ticketing system to ensure it is handled quickly and appropriately.

Targeted Communication

Florisoft aims to inform you at relevant times, for instance: with tips about a product you use or with updates that may be important to you. In processing personal data, your interests always come first.

Our Commitments

- We treat your data with the utmost care. Your data is safe with us.
- We do not monitor personal conversations or email traffic and do not view the content of your work within your Florisoft .Net environment.
- We do not provide or sell your data to third parties.
- We inform you about the use of your data in our ticketing system. You are provided with easy options to view and adjust your data and privacy preferences.
- You always retain control over your personal data. We respect your privacy and the choices you make.