

Privacy Policy

Effective Date: Aug 1, 2025

Company: SecuPulse B.V.

Website: www.secupulse.com

Contact: compliance@secupulse.com

1. Introduction

At SecuPulse B.V. ("SecuPulse," "we," "us," or "our"), your privacy is a priority. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website or use our services. Please read this policy carefully to understand your rights and how we handle your information.

2. Information We Collect

2.1 Personal Information

We may collect and process the following types of personal data:

- **Contact Details:** Name, email address, phone number, company name, and job title provided via website forms or communications.
- **Account Information:** Username, encrypted password, service or subscription preferences.
- **Billing Details:** Where applicable, invoice and payment-related data.

2.2 Usage Data

- **Technical Information:** IP address, browser type and version, operating system, and device details.
 - **Interaction Analytics:** Pages visited, session duration, click paths, and referral sources.
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2.3 Communication Data

- **Support History:** Correspondence via email, chat, or website forms.
 - **Feedback Submissions:** Responses to surveys or inquiries.
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3. How We Use Your Information

Your data is used to:

- Deliver and manage our services and offerings.
 - Respond to customer inquiries or support requests.
 - Enhance website performance and usability.
 - Ensure security and prevent fraudulent activities.
 - Fulfill legal obligations and enforce policies.
 - Provide marketing communications, where consent is given.
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4. Sharing Your Information

We do **not sell** your personal information. We may share it under these circumstances:

- **With Service Providers:** For hosting, CRM, analytics, communications, or payment processing—under strict data protection agreements.
- **Legal Obligations:** To comply with applicable laws or valid legal processes.
- **Business Transfers:** In the event of a merger, acquisition, or asset sale, under continued privacy protections.

5. Data Security

We implement industry-standard security measures, including:

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- **Encryption:** For data at rest and in transit.
 - **Access Controls:** Role-based access to sensitive data.
 - **Security Monitoring:** Ongoing threat detection and vulnerability management.
 - **Regular Assessments:** Internal audits and penetration tests.
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6. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes outlined in this policy or to comply with legal and regulatory requirements.

7. Your Rights

Depending on your jurisdiction, you have the right to:

- **Access:** View the personal data we hold about you.
- **Rectification:** Correct inaccurate or incomplete information.
- **Erase:** Request deletion of your data (subject to legal limitations).
- **Restriction:** Limit processing of your data under certain conditions.
- **Portability:** Obtain a copy of your data in a structured format.
- **Withdraw Consent:** Revoke consent for marketing or other optional processing.

To exercise your rights, contact us at: compliance@secupulse.com.

8. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience and analyze website performance.

You can control cookie preferences through your browser settings. For more information, refer to our Cookie Policy (if available).

9. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy practices, content, or security of those third-party sites. We encourage users to review their respective privacy policies.

10. Changes to This Policy

This Privacy Policy may be updated from time to time. Any changes will be posted on this page with a revised effective date. We encourage you to review this policy periodically.

11. Legal Basis for Processing (GDPR)

We process personal data based on the following legal grounds:

- **Consent:** When you provide clear permission for specific purposes.
 - **Contractual Necessity:** To fulfill our contractual obligations or respond to pre-contractual requests.
 - **Legal Obligation:** To comply with applicable legal and regulatory requirements.
 - **Legitimate Interests:** For internal administrative, operational, and security purposes—unless overridden by your data protection rights.
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12. International Data Transfers

If your data is transferred outside the European Economic Area (EEA), we ensure it is protected through:

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- Standard Contractual Clauses (SCCs)
 - Transfers to countries deemed to have adequate data protection laws
 - Other lawful safeguards under GDPR
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13. Children's Privacy

Our services are not directed toward children under 16 years of age. We do not knowingly collect data from minors. If you believe a child has provided us with personal information, please contact us to have it removed.

14. Automated Decision-Making

We do not use your personal data for any automated decision-making processes that have a legal or significant impact on you.

15. Data Protection Contact

To ensure GDPR accountability, all privacy inquiries and data rights requests can be directed to our Privacy Lead:

✉ Email: compliance@secupulse.com

16. California Privacy Notice (If Applicable)

If you are a resident of California (USA), you may have rights under the California Consumer Privacy Act (CCPA), including:

- The right to request access to personal data we hold about you.
 - The right to request deletion of your personal data.
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- The right to opt-out of the sale of personal data (*we do not sell your data*).

17. Contact Us

If you have questions or concerns about this Privacy Policy or your data, please contact us:

SecuPulse B.V.

 Email: compliance@secupulse.com

 Phone: **+31 70 2250 158**

 Website: www.secupulse.com