

Privacy Policy

1. Introduction

Flex.Insight (“we,” “us,” or “our”) is committed to protecting the privacy of our clients and website visitors. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal data in accordance with the General Data Protection Regulation (GDPR) and the Austrian Data Protection Act (DSG).

2. Data Controller

The data controller responsible for your personal data is:

Flex.Insight

Email: info@flex-insight.com

Phone: +43 660 2434930

3. Data Collection

We collect personal data that you provide directly to us, such as when you:

- Contact us via email or phone
- Subscribe to our newsletter
- Engage our consulting services

The types of personal data we may collect include:

- Name
- Email address

- Phone number
- Company name
- Job title
- Billing information

We also collect data automatically through your use of our website, such as IP addresses, browser types, and pages visited. This information is collected using cookies and similar technologies.

4. Use of Data

We use your personal data for the following purposes:

- To provide and manage our consulting services
- To communicate with you, including responding to inquiries
- To process transactions and send invoices
- To send newsletters and marketing communications (with your consent)
- To improve our website and services
- To comply with legal obligations

5. Legal Basis for Processing

Our legal bases for processing your personal data include:

- **Contractual Necessity:** Processing is necessary for the performance of a contract with you or to take steps at your request before entering into a contract.
- **Legitimate Interests:** Processing is necessary for our legitimate interests, such as improving our services and securing our website, provided that these interests are not overridden by your rights and interests.

- **Consent:** Where you have provided consent, such as for receiving marketing communications.
- **Legal Obligation:** Processing is necessary to comply with our legal obligations.

6. Data Sharing and Disclosure

We do not sell or rent your personal data. We may share your data with third parties in the following circumstances:

- **Service Providers:** We may share your data with third-party vendors who perform services on our behalf, such as payment processing and email delivery.
- **Legal Requirements:** We may disclose your data if required to do so by law or in response to valid requests by public authorities.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal data may be transferred to the acquiring entity.

7. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, including for legal, accounting, or reporting requirements.

8. Data Security

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

9. Your Rights

Under the GDPR and DSG, you have the following rights:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request correction of inaccurate or incomplete data.
- **Right to Erasure:** You can request deletion of your personal data under certain conditions.
- **Right to Restrict Processing:** You can request that we limit the processing of your data.
- **Right to Data Portability:** You can request to receive your data in a structured, commonly used format.
- **Right to Object:** You can object to the processing of your data based on legitimate interests or for direct marketing purposes.
- **Right to Withdraw Consent:** If processing is based on consent, you can withdraw it at any time.

To exercise these rights, please contact us at info@flex-insight.com.

10. Cookies and Tracking Technologies

Our website uses cookies to enhance user experience and analyze performance. You can manage your cookie preferences through your browser settings.

11. International Data Transfers

If we transfer your personal data outside the European Economic Area (EEA), we ensure that appropriate safeguards are in place to protect your data.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on our website.

13. Contact Information

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Email: info@flex-insight.com

Phone: +43 660 2434930