



Privacy Policy

Introduction

This is a description of how your personal data is collected and used while you visit our website <https://techops.services>.

The controller of your personal data is TechOps Services OÜ, registry code 16375682, address Ahtri 12, Tallinn 10151, Estonia ("we", "us").

How do we get the personal information?

The personal information we process is provided to us directly by you when you purchase our services, sign up for newsletters and contact us for requests or support.

In addition, we may also collect your personal data indirectly. When visiting our website, we and our service providers may collect certain data using tracking technologies like cookies, web beacons and similar technologies.

Use of cookies is presented in our website cookie banner where you can also choose to reject non-essential cookies.

Indirectly collected data may fall under the terms of third-party privacy policies while they act as independent data controllers. Please read those separately.

What kind of data is processed by us and why?

Processing activity	Data categories	Purpose	Legal basis
Registering potential clients and interest	Data gathered through e-mail communication initiated by potential client (name/company name, e-mail, address, billing details)	Client onboarding; providing the service	Contract
Website maintenance and quality assurance	IP address of the device, Device screen size, Device type (unique device identifiers), Browser information, Geographic location (country only)	Providing the website and functionalities	Legitimate interest
Direct communication	E-mail content	Support and requests	Contract

Payment information and billing	Client identification data, billing details	Providing the service	Legal obligation and Contract
Marketing activities related to our website (newsletter)	E-mail	Marketing	Consent

Your personal data

Any data you provide will not be publicly displayed or shared to others. Our employees and business partners have access to personal data to the extent necessary for the performance of their work duties and are covered with confidentiality obligations. We use third party processors to help provide our service.

Why and with whom we share your personal data?

Categories of Recipients	Reason for sharing
Service providers	<p>We work with service providers that work on our behalf which may need access to certain personal data to provide their services to us. These companies include those we have hired to operate the technical infrastructure that we need to provide service and assist in protecting and securing our systems and services as well as for business management.</p> <p>To receive more information about our service providers and business partners, you can contact us using the Contact us form.</p>

International transfers

We may use service providers that process your data outside the European Union. While doing this we make sure that the transfer of your personal data is carried out in accordance with applicable privacy law and, in particular, that appropriate contractual, technical, and organisational measures are in place (e.g. additional safeguards through *Standard Contractual Clauses*).

Ensuring the security of personal data

We have taken necessary technical and organizational security measures to protect your personal data against accidental or unlawful destruction, loss, or alteration and against the unauthorized disclosure, abuse, or other processing in violation of applicable law.

Retention and deletion of personal data

The storage period of personal data depends on the purpose we process the data.

Data Type	Purpose	Retention Time
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Data gathered through e-mail communication initiated by potential client (name/company name, e-mail, address, billing details)	Client onboarding; providing the service	Successful onboarding will keep the data as for the business relationship until the end of contract.
IP address of the device, Device screen size, Device type (unique device identifiers), Browser information, Geographic location (country only)	Providing the website and functionalities	Depending on the cookie retention time and website technical settings. Retention times may vary from one session or 1 day up to 2 or 3 years if not deleted manually earlier.
Email content	Support and requests related to service	We will keep the data as long as it is needed to fulfil the purpose derived from the communication.
Payment and billing information	Fulfilling the legal obligation and Contract	7 years + current fiscal year after the transaction
Marketing related data	Marketing (newsletter)	Until withdrawal of consent

Your rights and preferences

Under data protection law, you have rights including:

- 1) *Right to be informed and to access.* You may get information regarding your personal data processed by us.
- 2) *Right to data portability.* You have the right to receive your personal data from us in a structured, commonly used, and machine-readable format and to independently transmit those data to a third party.
- 3) *Right to erasure.* You have the right to have personal data we process about you erased from our systems if the personal data are no longer necessary for the related purposes.
- 4) *Right to object and restrict.* You have the right to object to the processing of your personal data and restrict it in certain cases.
- 5) *Right to rectification.* You have the right to make corrections to your personal data.
- 6) *Right to withdraw consent.* When you have given us consent to process your personal data, you may withdraw said consent at any time.

To exercise any of the abovementioned rights, you can contact us using the Contact us form. We will respond to your requests within 30 days.

Dispute resolution

If you have questions or concerns about our use of your personal information, you can contact us using the Contact us form. You may also lodge a complaint to the supervisory authority, the [Estonian Data Protection Inspectorate](#), info@aki.ee

This Privacy Policy is in force since August 2023.