

Updated Privacy Policy

V1 – 25-05-2018 – en

We care about your privacy and the privacy of your customers while you use our products and services. That's why we have updated our Privacy Policy from May 25, 2018.

The updates are designed to provide greater transparency and clarity around how we collect and use your information. The new version also includes some important updates that are required for us to comply with the new European General Data Protection Regulation (GDPR) and other international laws which are championing the privacy rights of individuals.

We recommend that you read the updated version of the Privacy Policy. You can also find a summary of the main changes that we made and how they benefit you on our website.

Thanks

Crivex

Website visitors

What we collect from website visitors?

To ensure the best browsing experience and for improving our website, we collect tracking data from our visitors. This is done in the form of an anonymous tracking cookie and will not include sensible personal data. The data extracted will be deleted automatically every 180 days.

If you send us an email or use our contact form?

We treat your communication data with care. The email address provided will for example not be transmitted to third parties without your consent. We will only use information provided for correspondence. Information on our mail servers will be stored for a maximum of 365 days and will be deleted automatically after.

Theme users

As a user of one of our themes, we do not have access to your client's personal information or your personal information. The only information we receive when you have an active subscription to our theme is the shop ID registered by the Lightspeed company to calculate the number of installs and payments by shop owners.

Theme customization

Once you decide to let us make modifications to the physical appearance of your shop. We need to log in to your store. We ask you to create a separate account for us and set the user regulations to the design part only. This way we will never have access to your clients or your personal information.

App users

When you install one of our apps, you grant us access through the Lightspeed app installation process. Our server is then able to connect to the Lightspeed database and only read information from your shop upon request. Our apps are designed to only use the bare minimum of data and will be automatically erased after deinstallation of the app.

If you're using one of our apps, we have access to specific client data. Since we process this data we created a processors agreement.

Modify or delete information

You can contact us at any time to:

- Request access to information that Crivex has about you.
- Correct any information that Crivex has about you.
- Delete information that Crivex has about you

If you have any additional questions about Crivex or how we treat your data please contact us at: info@crivex.nl