

Bloobiz Privacy Policy

In the framework of Bloobiz services, Luxembourg Online (“we”) collects data about its customers and users (“you”). This data, which is required to operate Bloobiz services, ensures the safety of our services and all our users.

As a controller or a subcontractor, we are committed to securing the highest level of protection for the personal data we process.

This privacy policy clarifies our principles while collecting, using, handling, and protecting your data.

This Privacy Policy applies to any website, application, or service that references this Privacy Policy and all products and services on the Bloobiz website. This Privacy Policy does not apply to any of our websites, products, or services that have their own privacy policies.

1 - Data controller

Luxembourg Online is responsible for processing data as described in this Privacy Policy.

Luxembourg Online acts as a contractor when we process personal data on behalf of our customers in the framework of Bloobiz services and based on the instructions given. The customer must ensure that processed data follows all privacy rules and he is the only holder of all stored data.

We retain data in your account for as long as you shall remain a Bloobiz user. In case of termination of your subscription to Bloobiz Services, all data is deleted within two months. All questions or requests regarding customer data should be addressed to the customer responsible for the processing.

2 - Collection of personal data

Data is collected fairly and lawfully. Data can be directly provided by you or collected when you use our services. We may also record your interactions with our services.

Non-exhaustively, as soon as you register on the Bloobiz.com website to subscribe to one of our services, place an order, or fill in one of the contact forms, some information is voluntarily transmitted to us. Here is a non-exhaustive list: name, company name, telephone number, postal address, e-mail address, and identification information such as a trade register number. We will never record or store our customers’ credit card information and always rely on trusted third parties for credit card processing, including recurring payment processing.

We may however collect information from your electronic devices and apps, that either you or your collaborators use to log into our platform (for example, we may collect the identification number and type of the device that was used, geo-location and login information, such as statistics on page views, traffic to and from sites, referring URL, advertising data, your IP address, browsing history and web log information). For this purpose, we may rely on cookies or other similar tools.

If you provide us with a third party’s personal data, it is your responsibility to comply with applicable data protection regulations. As such, you must acquire the other person’s consent

prior to transmitting the data. You must have informed this person for his / her express consent, or have a legal basis for sharing with us that personal data and informed him or her of the manner in which we collect, use, disclose and retain personal data about him or her or invited him/her to read our Privacy Policy.

Luxembourg Online collects information on you when you participate in any of the activities offered on the various interactive areas of our site, application, or service; when we communicate with you by email or cell phone.

If you communicate with us on any social network, please be aware that the personal information you submit via these social networks may be read, collected, or used by us.

Luxembourg Online is not responsible for the personal information you submit or link to social networks. We encourage you to review the privacy policies and settings of any networks before any interactions.

3. Use of personal data

Luxembourg Online uses your data to provide the ordered products and services under contract, respond to your requests, and communicate with you. It may also reach out for billing and account management purposes, for marketing and communication purposes (e.g., to send you information about promotions or special offers), to ask you to participate in surveys, or solicit feedback on our services. The goal is to customize your experiences and develop our services according to your interests and for other business purposes, to provide support, to manage the security of our sites, networks, and systems, or to meet legal and regulatory obligations.

Automatically logged browser data is anonymously tracked to improve our services.

4. Data retention

Luxembourg Online retains data for only as long as necessary for the purposes for which it was collected, including any retention period required by law or regulation, and also for the legitimate or reasonable promotion of its services (for example, Luxembourg Online has a legal obligation to retain data and contracts for 10 years).

5. Physical location and personal data security

Your data is hosted on servers located in Luxembourg.

Luxembourg Online ensures the safety of your data by implementing the technical and organizational measures necessary to prevent unlawful or unauthorized processing, accidental loss, destruction, and/or damage.

Luxembourg Online's staff is required to maintain the confidentiality of personal information.

Luxembourg Online makes every effort to protect your data.

However, we cannot guarantee the data's security when it was transmitted to our website or services or even other websites, applications, and services via an Internet connection or any other. If we have provided you with a password that allows access to areas of our websites, applications, or services, please keep it confidential; we will not share that password with anyone.

6. Our guidelines for personal data processing

When you provide or Luxembourg Online gathers your data, you authorize us to collect, store and use it for the following purposes:

- to fulfill our contractual obligations to you
- for our legitimate interest in processing your data (e.g. for internal administrative purposes, direct administrative purposes, direct marketing, etc.)
- based on your consent, which you are entitled to withdraw at any time
- and to comply with applicable laws and regulations

7. Your rights regarding personal data protection

Residents of the European Economic Area are entitled to several rights regarding personal data.

If you

request to exercise your rights under Regulation (EU) 2016/679 of 27 April 2018 (“GDPR”), we may

require verification of your identity before responding to such a request. These rights are as follows:

- the right to withdraw consent to data processing at any time;
- the right to access your personal information ;
- the right to request a copy of your personal information;
- the right to correct any inaccuracies in your personal information;
- the right to erase your personal information;
- the right to data portability, i.e., to request a transfer of your personal information;
- the right to request the restriction of the processing of your personal information;
- the right to object to the processing of your personal information (for example, to forbid us from using your data for marketing purposes)
- the right to complain to the supervisory authority responsible for data protection issues

8. Information Sharing and Third-Party Disclosure

Your personal information can be disclosed to third parties, including our external service providers (e.g. payment processors); to third parties with whom you share a business relationship and thus, have consented to the transfer; or to other third parties for marketing purposes (e.g. business partners), as well as with judicial or administrative authorities in the context of our legal and regulatory obligations.

Unless explicitly stated above, no sale, exchange, or transfer of the customer’s personal data is allowed to third parties. However, Luxembourg Online may share anonymized information for research or statistical purposes with third parties.

9. Transfer outside the European Union

Collected data will not be transferred to a foreign country outside the European Union. However, if your data is transferred outside the EU, we will ensure that appropriate measures and restrictions are in place in accordance with applicable laws and regulations to protect it.

10. Cookies

Cookies are small text files transferred from our websites, applications, or services and which are stored on your device. We use cookies to provide you with personalized services and to make our websites, applications, and services as user-friendly as possible.

The use of cookies intends to support customer activities on the BlooBiz website. It helps Luxembourg Online understand customer preferences better, based on customer activity on the website, language, and country. Luxembourg Online can hereby provide enhanced services. Cookies are also useful for compiling data on site traffic and interaction, which provides better site experiences and tools.

We use different types of cookies:

- Essential cookies. They are required to access our websites, allowing you to navigate between the different sections for example;
- Functional cookies. They are intended to simplify the functioning of our websites and to make them more pleasant to navigate, meaning, for example, that your choice of language is memorized;
- Performance cookies. Their role is to collect information on the use of our websites by visitors, to improve its content;
- Targeted advertising cookies may be enabled to profile your interests, and to provide you with targeted advertising on other sites. They work only by identifying your browser and your device; Luxembourg Online also uses third-party services such as Google Analytics, which sets and uses its own cookies to set apart visitors and provide its own contextual services.

You can set up your browser or our website, applications, or services to limit cookies or block them entirely if you wish. However, you will find that disabling cookies may affect your ability to use certain parts of our website, application, or services, for which we cannot be held accountable.

11. Update of Terms

Luxembourg Online reserves the right to update this Privacy Policy to comply with legal requirements or to reflect any changes to BlooBiz services. We invite you to review this Privacy Policy to ensure you are aware of its last existing version.

12. For further information

If you have any questions about data processing, the content of this privacy policy, your rights under applicable law, or how to update your information, please write to us at information, please write to us at the following address:

Luxembourg Online
Personal data Service
14, avenue du X Septembre
L-2550 Luxembourg

13. The French version hereof shall prevail

Only the French version of our privacy policy is binding. The above English translation is provided for information purposes only. In case of discrepancy between the two versions, the French version shall prevail