

1. Data Controller

The controller responsible for the processing of your personal data is:

CustomsFlows B.V., Luchthavenweg 54, 5657EB Eindhoven.
Registered in the Netherlands (Chamber of Commerce: 91068630)
Email: privacy@customsflows.com

2. What Data We Collect

We collect and process the following categories of personal data:

- Account information: name, email address, company name (optional), and password (hashed).
- Payment data: billing information processed by our payment provider (Mollie B.V.). We do not store credit card numbers or bank account details.
- Product descriptions: the text and supplementary information you submit for classification. This is necessary to perform the Service.
- Classification history: the results generated by the Service, stored in your account for your reference.
- Usage data: technical information such as IP address, browser type, pages visited, and timestamps, collected for security and service improvement.
- OAuth data: if you sign in via Google or Microsoft, we receive your name and email address from the OAuth provider. We do not access your contacts, calendar, or other account data.

3. Legal Basis for Processing

We process your personal data on the following legal bases under the GDPR:

- Performance of contract (Art. 6(1)(b)): processing your account data and product descriptions is necessary to provide the classification Service.
- Legitimate interest (Art. 6(1)(f)): usage data and analytics for security monitoring, fraud prevention, and service improvement.
- Legal obligation (Art. 6(1)(c)): retention of invoicing and payment records as required by Dutch tax law.
- Consent (Art. 6(1)(a)): where applicable, for optional marketing communications. You may withdraw consent at any time.

4. How We Use Your Data

Your personal data is used for the following purposes:

- Providing and operating the classification Service;
- Managing your account and processing payments;
- Communicating with you about your account, including service updates and support;
- Improving the Service, including quality monitoring and accuracy evaluation;
- Complying with legal obligations;
- Detecting and preventing fraud or abuse.

Important: product descriptions and input data submitted for classification are not used by default for the training of AI models.

5. Third Parties and Data Sharing

We may share your data with the following categories of third parties, solely for the purposes described above:

- Payment provider: Mollie B.V. (payment processing).
- AI service providers: first-party or third-party AI providers that process product descriptions to generate classification Output. These providers act as processors under GDPR-compliant data processing agreements.
- Hosting and infrastructure: cloud hosting providers for application and data storage.
- Analytics: privacy-friendly analytics tools for understanding usage patterns.

We do not sell your personal data to third parties. Data transfers outside the EEA are protected by appropriate safeguards (Standard Contractual Clauses or adequacy decisions).

6. Data Retention

- Account data: retained for the duration of your account. After account deletion, personal data is removed within 30 days.
- Classification history: retained as long as your account is active. Deleted upon account deletion.
- Payment records: retained for 7 years as required by Dutch tax law.
- Usage logs: retained for up to 12 months for security purposes.

7. Your Rights

Under the GDPR, you have the following rights:

- Right of access: request a copy of your personal data.
- Right to rectification: correct inaccurate or incomplete data.
- Right to erasure: request deletion of your data ("right to be forgotten").
- Right to restriction: restrict the processing of your data in certain circumstances.
- Right to data portability: receive your data in a structured, machine-readable format.
- Right to object: object to processing based on legitimate interest.
- Right to withdraw consent: where processing is based on consent, withdraw it at any time.

To exercise any of these rights, contact us at privacy@classific8.com. We will respond within 30 days.

8. Cookies

Classific8 uses only essential cookies required for the functioning of the Service (session management, authentication). We do not use tracking cookies or third-party advertising cookies.

9. Security

We implement appropriate technical and organizational measures to protect your personal data, including:

- Encryption of data in transit (TLS/HTTPS) and at rest;
- Access controls and authentication;
- Regular security assessments;
- Password hashing using industry-standard algorithms.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be communicated via email or through the Service. Continued use of the Service after changes take effect constitutes acceptance of the updated Privacy Policy.

11. Contact

For questions, concerns, or requests regarding this Privacy Policy or the processing of your personal data:

Email: privacy@customsflows.com

If you believe your data protection rights have been violated, you have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) at autoriteitpersoonsgegevens.nl.