

Privacy Policy - AI Global Experts (EU/EEA)

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This Privacy Policy explains how A Bit Further V.O.F. (trade name: AI Global Experts) ("we"/"us") processes personal data when you use our websites and apps (the "Service"). We are established in Amsterdam, The Netherlands. CoC 56717903. VAT NL852283581B01. Contact: privacy@aiglobalexperts.com.

1) What data we process

Depending on how you use the Service, we may process:

- **Account data:** email, name (if provided), password hash, login/security records.
- **Billing data:** plan, payment status, invoices (payment providers typically process card details; we do not store full card numbers).
- **Usage data:** device/app events, pages/screens visited, feature usage, crash logs.
- **Support data:** messages you send to support and related metadata.
- **User content:** content you submit (text/files/prompts) and generated outputs.

2) Purposes

We process data to:

- provide and operate the Service (accounts, authentication, core functionality);
- handle billing/subscriptions and provide customer support;
- secure the Service, prevent fraud, and troubleshoot;
- improve performance and reliability;
- comply with legal obligations.

3) Legal bases (GDPR)

We rely on:

- **Contract** (to provide the Service you request),
- **Legitimate interests** (security, fraud prevention, service improvement),
- **Legal obligation** (tax/accounting and compliance),
- **Consent** (where required, e.g., certain cookies/marketing).

4) AI Providers and user-submitted content

The Service may use third-party AI providers (e.g., OpenAI, Anthropic) to provide features and generate outputs. This means that content you submit (such as prompts, text, and files) may be transmitted to and processed by those providers.

Do not submit personal/sensitive data. We do not routinely monitor, review, or filter user content. If you include personal data or sensitive/confidential information in submitted content, you are responsible for that choice and for having the necessary rights and lawful basis.

5) Sharing with service providers

We share data with trusted processors that help us run the Service (such as hosting, analytics, email delivery, payment providers, customer support tools, and AI providers). They may process data only to provide services to us and under applicable agreements/instructions.

6) International transfers (outside EU/EEA)

Some of our service providers (for example hosting, email delivery, analytics, payment, and AI providers) may process data outside the EU/EEA, which can involve international data transfers.

Where such transfers occur, we rely on the transfer mechanisms made available by those providers and required under applicable data protection law (for example an EU adequacy decision or Standard Contractual Clauses included in their data processing terms). You can request more information about the relevant provider and the mechanism used by contacting us.

7) Retention

We keep data only as long as needed:

- account data: while your account is active (and a limited period thereafter);
- trial data: may be deleted after trial end (and/or after any grace period);
- invoices/billing records: retained as required by law;
- security logs: retained for a limited period.

8) Your rights (EU/EEA)

You can request: access, correction, deletion, restriction, objection, and data portability, and you can withdraw consent where processing is based on consent. You also have the right to lodge a complaint with your local data protection authority.

9) Cookies

We may use cookies/related technologies for essential functionality and (optionally) analytics. Where required, we ask for consent. Cookie preferences can be managed via cookie settings in the Service.

10) Security

We use reasonable technical and organizational measures to protect personal data. No method is 100% secure.

11) Contact

Privacy requests/questions: privacy@aiglobalexperts.com