



ResolvePro – Privacy Policy

Effective date: 15-04-2025

ResolvePro (“we”, “us”, or “our”) is committed to protecting your privacy and ensuring that your personal data is handled in a secure and responsible manner. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when using our services.

1. Scope and Data Controller

This Privacy Policy applies to all data collected through the ResolvePro ticketing platform, which is owned and operated by **Node24 B.V.**, Transistorstraat 53a, 1322 CK Almere, The Netherlands (Chamber of Commerce: 67888658).

Node24 B.V. is the data controller under the General Data Protection Regulation (GDPR).

2. Data We Collect

We may collect and process the following categories of personal data:

- **Contact Data:** Name, email address, phone number
 - **Account Data:** Login credentials, user roles
 - **Ticket Data:** Content submitted through tickets, attachments
 - **Technical Data:** IP address, browser type, operating system
 - **Usage Data:** Interactions with the platform, session logs
-

3. Legal Basis for Processing

We process your personal data based on the following legal grounds under Article 6 of the GDPR:

- Contractual necessity (Art. 6(1)(b))

- Legal obligation (Art. 6(1)(c))
 - Legitimate interests (Art. 6(1)(f))
 - Consent, where explicitly given (Art. 6(1)(a))
-

4. How We Use Your Data

We use your personal data to:

- Provide and maintain the ResolvePro platform
 - Communicate with users regarding tickets or incidents
 - Monitor, secure, and improve system performance
 - Comply with legal obligations and enforce our Terms of Use
-

5. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes described above, or as required by law. For example:

- **Ticket data** is retained for up to **2 years** after ticket closure, unless contractually agreed otherwise
 - **Account data** is deleted upon request or contract termination
 - **Backups** are retained for a maximum of **30 days**, encrypted
-

6. Data Sharing and Subprocessors

We do not sell, rent, or trade your data. Personal data may be shared with trusted third-party **subprocessors**, strictly for:

- Hosting infrastructure and storage
- Backup, monitoring, and logging
- Legal or regulatory compliance when required

All subprocessors are bound by **Data Processing Agreements (DPAs)** in accordance with Article 28 of the GDPR. A full list of subprocessors is available upon request.

7. Data Security

We implement appropriate **technical and organizational measures** to protect your data from unauthorized access, loss, or destruction. All data is transmitted via **SSL encryption** and stored in secure, access-controlled environments.

8. International Data Transfers

If personal data is transferred outside the European Economic Area (EEA), we ensure that appropriate safeguards are in place, such as **Standard Contractual Clauses (SCCs)** or equivalent mechanisms as approved by the European Commission.

9. Your Rights (EU/EEA residents)

Under Articles 15–22 of the GDPR, you have the right to:

- Access your data
- Correct inaccuracies
- Request deletion (right to be forgotten)
- Restrict or object to processing
- Data portability
- Withdraw consent at any time

You also have the right to lodge a complaint with your local supervisory authority (in the Netherlands: **Autoriteit Persoonsgegevens**).

Requests can be submitted to: **privacy@resolvepro.io**