

# Privacy Policy – Installix.io

**Last updated:** 06-05-2025

This privacy policy applies to the use of the website **installix.io** and the software services provided by **Installix**, a product of **Tidal Staffing B.V.**

## 1. Who is responsible for processing your personal data?

Tidal Staffing B.V.  
Operating under the name Installix  
Sepiastraat 2  
5044JM, Tilburg  
The Netherlands

Chamber of Commerce number: 91350182

Email: [privacy@installix.io](mailto:privacy@installix.io)

Tidal Staffing B.V. is the data controller as defined under the General Data Protection Regulation (GDPR).

## 2. What personal data do we process?

We process personal data that you actively provide to us through our website or platform, including:

- Full name
- Company information
- Email address
- Phone number
- IP address and browser information
- Quote or contact requests
- Payment and billing information (if applicable)

Users may also enter data of their own customers (e.g., names, addresses, appointments, quotes) in the portal. In that case, Installix acts as the **data processor**, and the customer remains the **data controller**.

## 3. Why do we use your data?

We use your data to:

- Provide our services (e.g., quote management, customer portal, scheduling)  
Respond to contact inquiries

- Send invoices and service notifications
- Provide support and customer service
- Analyze and improve our website and services
- Perform marketing activities (only with consent)

## 4. Who do we share your data with?

We only share personal data with third parties if this is necessary for our services, such as:

- Proton Mail for automated e-mail
- Hosting and infrastructure partners
- Calendly for demo scheduling
- Accounting integrations

We sign **data processing agreements (DPAs)** with all relevant processors to protect your data

## 5. How do we protect your data?

We take appropriate technical and organizational security measures, including:

- SSL encryption
- Two-factor authentication
- Access controls and audit logging
- Hosting within the EU or under adequate GDPR data safeguards

## 6. How long do we store your data?

We do not store personal data longer than necessary for the intended purpose. Customer data in the platform will be deleted **12 months** after contract termination, unless agreed otherwise.

## 7. Your rights

You have the right to:

- Access your data
- Request correction or deletion
- Withdraw your consent
- Object to data processing
- Request data portability

To exercise these rights, email us at [privacy@installix.io](mailto:privacy@installix.io).

## 8. Cookies

We use functional and analytical cookies. Marketing or tracking cookies are only activated with your explicit consent via our cookie banner.

See our [cookie policy](#) for more details.

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## **9. Changes to this policy**

We may update this privacy policy from time to time. The most current version is always available on our website.