

Privacy Policy

Technorama LLP

Version 2026

This Privacy Policy applies to the software, products, services, applications, websites and online services supplied or managed by Technorama LLP, unless an additional privacy policy applies to a specific service.

1. Who Are We?

Technorama LLP processes personal data for its own business operations and also provides technology that enables customers to store, process, share or publish data themselves. Technorama's role depends on the specific processing activity.

For our own customer administration, invoicing, communication, security and business operations, Technorama determines why and how personal data is processed.

For data processed by a customer using our hosting, storage, software or other technical services, Technorama may process personal data on behalf of that customer.

2. Which Personal Data Do We Process for Our Own Administration?

We process only the data we need for our administration, communication, delivery, security and support of our products and services.

Depending on the relationship or service purchased, this may include:

- name, address and place of residence or establishment;
- company name and business contact details;
- email address and telephone number;
- customer number, account and login details;
- IP addresses and technical log data required for access, security and administration;
- bank account details, payment information, payment status and information required for invoicing and payment;
- order, quotation, contract and invoice information;
- correspondence and information that you provide to us in connection with an order, service, repair or support request.

If we require additional information for a specific service beyond what can reasonably be expected from these general categories, we will inform you where required under applicable privacy law.

3. Why Do We Process These Data?

We process personal data for purposes connected with our business operations and the products and services we provide.

These purposes include:

- entering into and performing agreements;
- delivering, installing, activating, maintaining, supporting, modifying or terminating products and services;
- customer administration, quotations, invoicing and payments;
- communication with customers, resellers, suppliers and other parties involved;
- securing accounts, systems, networks and online services;
- recording and investigating technical faults, misuse and security incidents;
- providing support, maintenance, recovery and backup services;
- complying with legal and administrative obligations;
- sending information about our services and, where permitted, news or information about relevant products and services.

The legal basis depends on the specific processing activity.

In practice, the main legal bases are performance of an agreement, compliance with a legal obligation and, where necessary, consent or another valid legal basis.

4. Data You Process Using Our Technology

Our services allow customers to store or process data themselves.

This may occur, for example, through hosting, email, databases, data storage, online software, websites, wiki or forum functionality, telephony, fax and answering services, or in connection with technical repairs and data recovery.

In such cases, the content and purpose of the data are generally determined by the customer.

Technorama may technically store, secure, back up, restore, make available or otherwise process such data to the extent necessary to provide the agreed service.

We do not use the content of such customer data for our own purposes.

Access by our employees occurs only where necessary for administration, support, recovery, security or another necessary activity, or where we are legally required to do so.

5. Special and Sensitive Personal Data

Some of the technology we provide can technically be used to store or process sensitive or special categories of personal data.

This may include information that a customer stores in files, email, databases, forms or other applications.

Where a customer processes such personal data through our services, the customer is responsible for the lawfulness of that processing and for determining whether a valid legal basis or exception exists.

Technorama processes such data only within the scope of the agreed service and to the extent technically necessary.

For its own business operations, Technorama aims to process as little sensitive or special-category personal data as possible and does so only where there is a valid reason and legal basis.

6. Payments and Financial Data

For orders and payments, we process the information necessary for quotations, invoices, payments and financial administration.

Depending on the payment method chosen, banks, payment service providers, credit card companies or other financial service providers may also be involved.

We process only the payment information necessary for the relevant transaction and administration.

For data processed directly by a payment provider, the terms and privacy policies of that provider also apply.

7. IP Addresses, Log Data and Security

Our systems may record IP addresses and technical log data.

We use these data, among other things, to secure access to accounts and systems, investigate unauthorised access, analyse faults and monitor the proper functioning of our services.

We monitor our systems and infrastructure.

This is not intended to systematically inspect the content of customer data.

Content may nevertheless become visible where this is necessary for support, incident handling, recovery or other technical work.

8. Support and Technical Administration

When you request support, it may be necessary for an authorised employee to temporarily access information within your account or application.

For example, when providing support for invoicing software, an employee may be able to see to whom an invoice was sent, what was invoiced or the amount concerned.

We treat this information confidentially and use it only for providing the requested support or carrying out other agreed work.

9. With Whom Do We Share Personal Data?

Personal data is shared with third parties only where this is necessary for the performance of an agreement, required by law, or supported by another valid legal basis.

Depending on the nature of the relevant service or assignment, the following categories of parties may be involved:

- suppliers that deliver products;
- providers of physical or virtual storage facilities;
- internet and telecommunications providers;
- financial service providers and payment providers;
- contractors performing technical work;
- administrative service providers for financial reporting;
- debt collection or legal service providers where payment remains outstanding;
- competent government or law-enforcement authorities where we are legally required to provide data.

Where Technorama acts as a processor for a service and another party is required as a subprocessor, the applicable arrangements will be documented in accordance with applicable privacy law and the agreements made with the customer.

10. Processing Outside the European Economic Area

Our general principle is that personal data is processed within the European Economic Area.

Our existing privacy policy takes into account the possibility that, in the event of an exceptional or large-scale technical incident, temporary technical support from outside the EEA may be required.

Where personal data is processed outside the EEA or made accessible from outside the EEA, this will only take place where there is a valid legal basis and appropriate safeguards are in place.

11. Security

Technorama takes technical and organisational measures to protect personal data against loss, unauthorised access and unlawful processing.

Depending on the relevant service, these measures may include:

- access controls;
- authorisations;
- firewalls;
- network security;
- monitoring;
- logging;
- secure backups.

Access to systems and data is restricted to employees and engaged persons who require such access for their work.

They are required to treat the data confidentially.

12. Backups

For various services, we make regular backups.

The frequency and retention period may differ by service.

Backups are secured and are not intended to serve as a separate archive for unlimited retention of personal data.

Under our existing policy, individual backups are generally retained for no longer than twelve months and are subsequently replaced by newer backups or deleted.

Shorter retention periods may apply to specific services.

13. Retention Periods

We do not retain personal data for longer than necessary for the purpose for which it was collected, unless a longer retention period is required because of a legal obligation, agreement, dispute or legitimate administrative interest.

Data forming part of our financial administration may be retained for the applicable statutory tax retention period.

Following termination of an online service, customer data may, in accordance with the arrangements applicable to that service, remain available for a limited period before being permanently deleted.

Under our existing policy, a maximum period of 90 days is generally used for this purpose, unless another period applies to the relevant service or under applicable law.

Data may remain present in backups for a limited additional period until the relevant backup is replaced or deleted in accordance with the normal backup schedule.

14. Camera Surveillance

Technorama may use camera surveillance in and around its own premises and property.

Technorama may also manage cameras and recording equipment at customer locations on behalf of customers, where access to recordings may be necessary for monitoring, administration or support.

Camera recordings are not retained longer than necessary for the relevant purpose.

Our existing system policy provides for automatic overwriting within a maximum period of 90 days. Where a shorter period is sufficient, a shorter period will be used.

Recordings required for investigation of an incident may be retained for longer for as long as necessary for that purpose.

15. Automated Decision-Making

Under our existing privacy policy, Technorama does not make decisions based solely on automated processing that produce legal effects for individuals or similarly significantly affect them.

Decisions such as engaging a debt collection service provider are not made solely by automated means.

Technical security measures may, however, automatically block access, for example in the event of suspicious login attempts or IP addresses identified as a security risk.

16. Cookies and Website Use

Our websites and online services may use cookies and similar technologies.

Our separate Cookie Policy applies to their use.

The cookies used may differ between websites or services.

Our websites may contain links to third-party websites.

Technorama is not responsible for the privacy policies or content of third-party websites.

17. Your Privacy Rights

Where Technorama itself acts as controller of your personal data, you may, in accordance with the GDPR, request among other things:

- access to your personal data;
- correction of your personal data;
- deletion of your personal data;
- restriction of processing.

In certain circumstances, you may object to processing or request data portability.

Not every request can always be fully complied with.

For example, statutory retention obligations or other legal requirements may mean that certain data cannot be deleted immediately.

Where Technorama processes personal data solely on behalf of a customer, that customer is generally the first point of contact for requests concerning personal data processed within that customer's service.

Where necessary, we assist that customer in handling such requests.

18. Personal Data Breaches and Security Incidents

Where a security incident or personal data breach occurs, we take measures to investigate, contain and, where possible, remedy the incident.

Where Technorama acts as a processor, we inform the relevant controller where required under the GDPR.

Where Technorama itself acts as controller, we assess whether notification to the Dutch Data Protection Authority and/or information to affected individuals is necessary.

19. Changes

Our services, technology and legal obligations may change.

For that reason, this Privacy Policy may be amended.

The most recent version will be made available through our website.

20. Contact

For questions about this Privacy Policy or about the processing of your personal data, please contact Technorama LLP.

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If you believe that your personal data is not being processed correctly, you may also lodge a complaint with the Dutch Data Protection Authority.

21. Relationship with Other Documents

This public Privacy Policy provides a general description of how Technorama LLP handles personal data.

For processing activities carried out by Technorama on behalf of customers, a Data Processing Agreement may also apply.

Technorama maintains an internal Record of Processing Activities and assesses, where necessary, whether additional privacy measures or a Data Protection Impact Assessment (DPIA) are required for a specific processing activity.