

Privacy Policy

Version 1

Template — based on fotostudio.io's published privacy policy. Pending legal review.

Privacy Policy

How **Fotosoft SA** (fotostudio.io) processes personal data (Articles 13–14 GDPR).

1. Controller

Fotosoft SA, Avenue Pré-Aily 24, 4031 Angleur, Belgium — enterprise no. BE 0721.709.989. Contact: privacy@fotostudio.io. For data uploaded by photographers into the platform, the photographer is the controller and Fotosoft acts as processor (see the DPA).

2. Data we process

Account and contact details, booking and contract data, billing data, uploaded image material, passwords (hashed), and technical/usage data needed to operate and secure the service.

3. Purposes and legal bases

- Providing the platform (Art. 6(1)(b) — performance of a contract).
- Payment processing and transactional communications.
- Security and fraud prevention (Art. 6(1)(f) — legitimate interests).
- Legal obligations such as bookkeeping (Art. 6(1)(c)).

4. Processors

Hosting and database: Heroku (Salesforce), Europe. File storage: AWS S3, Europe. Transactional email: SMTP2GO. Payments: Stripe, Mollie, PayPal. All are bound by GDPR-compliant security and confidentiality obligations. See the Sub-processors list.

5. Hosting and transfers

All data is hosted **exclusively in Europe**. Fotosoft does not transfer personal data outside the EEA except under an adequacy decision or appropriate safeguards.

6. Retention

Data is retained while the account is active and permanently deleted within **30 days** after account deletion; backups are kept with daily geographic redundancy and deleted after their retention period.

7. Your rights

You may access, correct, delete, download (portability), restrict or object to the processing of your data, and lodge a complaint with your supervisory authority (see the Jurisdictions document for the authority in your country).

8. Security

HTTPS/TLS encryption, hashed-and-salted passwords, secure non-public file links, two-factor authentication for server access, 24/7 monitoring, and breach notification within 72 hours. Fotosoft does not resell user data.

9. Contact

privacy@fotostudio.io · support@fotostudio.io