

# Privacy Policy of OnProject

## 1. Introduction

OnProject values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [<https://onproject.eu/>] and use our services. By using our website, you consent to the practices described in this policy.

## 2. Data We Collect

### 2.1. Personal Data

We may collect personally identifiable information (such as your name, email address, phone number, and payment information) when you:

- Register for an account
- Subscribe to our newsletter
- Use our services or contact us for support

### 2.2. Non-Personal Data

We also collect non-personal information, such as browser types, IP addresses, and website usage data, to improve user experience and maintain website functionality.

## 3. How We Use Your Data

OnProject processes your data for the following purposes:

- Providing, maintaining, and improving our services
- Processing payments and managing subscriptions
- Sending service-related notifications and marketing communications (you can opt-out at any time)
- Complying with legal obligations and preventing fraud
- Analyzing website traffic and user behavior for optimization

## 4. Legal Basis for Processing Data

We rely on the following legal grounds for processing your data:

- Your consent, which can be withdrawn at any time
- Contractual necessity for service delivery
- Legitimate interest in maintaining and improving the website's functionality
- Compliance with legal obligations

## 5. User Access Levels and Permissions

The initial user registering an account on OnProject is designated as the **Administrator** and has exclusive access to set up and manage user permissions for other team members. The Administrator holds full responsibility for assigning access levels and roles within their organization, determining who can access specific features and data.

## 6. Data Hosting and Security Measures

OnProject is hosted on Telekom's secure data center and network architecture, located in North Macedonia. This cloud infrastructure meets the security requirements of sensitive organizations, offering:

- **SSL Data Encryption** for secure data transmission
- **Automatic daily data backups** with redundant infrastructure for reliability
- **Security Certifications:** ISO 20000, ISO 27001, ISO 9000, and ISO 14000
- **Enterprise-grade Cisco Firewall** with Active Intrusion Prevention Systems (IPS)
- **Redundant infrastructure** across separate locations to ensure data integrity

The availability and security of our servers are maintained by Telekom, ensuring compliance with security protocols to protect your data.

## 7. Centralized Bug and Issue Resolution

OnProject handles all bugs and issues at a centralized level, with a dedicated team for addressing technical issues to ensure consistent service quality. All bug fixes and security updates are deployed universally to maintain the platform's integrity.

## 8. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes outlined in this Privacy Policy or to comply with legal requirements. You may request deletion of your data at any time, subject to legal and contractual restrictions.

## 9. Your Rights

You have the right to:

- Access, correct, or delete your personal data
- Restrict or object to data processing
- Withdraw your consent for data processing
- Lodge a complaint with a supervisory authority

To exercise your rights, contact us at [insert contact email].

## 10. Cookies

We use cookies and similar tracking technologies to collect non-personal data and enhance your experience on our website. You can control cookie settings in your browser or opt-out of certain cookies via our [Cookie Settings Page].

## 11. Updates to this Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website, and the date of the latest revision will be indicated at the top. Continued use of our services after changes constitutes acceptance of the new terms.

## **12. Contact Us**

If you have any questions or concerns about this Privacy Policy, please contact us at [support@onproject.eu].