



CC4ALL Privacy Notice

1. Identity of the Controller

CC4ALL B.V.

Lange Dreef 15

4131 NJ Vianen

The Netherlands

Chamber of Commerce (KVK): 65298861

Email: privacy@contactcenter4all.com

If you have questions regarding data protection, you may contact our Data Protection Contact Point at: privacy@contactcenter4all.com

2. Categories of Personal Data We Process

We may process the following categories:

Contact Data

- Name
- Email address
- Phone number
- Job title
- Company name

Account Data

- Username
- IP address
- Login data
- Authentication tokens

Communication Data

- Call recordings
- Voicemails
- Chat logs
- Interaction metadata

Technical Data

- IP address
- Browser type
- Device information
- Usage data

Financial Data

- Billing information
 - Transaction records
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3. Sources of Personal Data

We obtain data from:

- Directly from you
 - Our customers (when we act as processor)
 - Website interactions
 - Marketing automation systems
 - Microsoft Azure hosting environment
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4. Purposes of Processing

We process personal data for:

- Providing SaaS contact center services
 - Customer support
 - Billing and contract management
 - Marketing communications
 - Security monitoring
 - Legal compliance
 - Improving our services
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5. Lawful Bases for Processing

We rely on:

- Performance of a contract (Art. 6(1)(b))
- Legal obligation (Art. 6(1)(c))
- Legitimate interests (Art. 6(1)(f))
- Consent (Art. 6(1)(a)) where required

6. Sharing of Personal Data

We may share data with:

- Microsoft Azure (cloud hosting)
- Authorized sub-processors
- Professional advisers
- Regulatory authorities (if legally required)

7. International Transfers

Data may be processed in:

- EU
- EEA
- United States
- APAC regions (Azure regions)

Where data is transferred outside the EEA, we rely on:

- Standard Contractual Clauses (SCCs)
- Adequacy decisions
- Appropriate safeguards under GDPR Chapter V

8. Retention Periods

We retain personal data only as long as necessary for the purposes described above.

8.1 Customer Account Data

Retained for the duration of the contract and up to **7 years thereafter** in accordance with statutory limitation and accounting requirements.

8.2 Marketing Data

Retained until consent is withdrawn or the individual unsubscribes. Marketing databases are reviewed at least every **24 months**.

8.3 Call Recordings and Interaction Data

Retention is configurable by the customer.

Default retention period: **90 days**, unless contractually agreed otherwise.

8.4 Support Tickets and Correspondence

Retained for up to **3 years after closure** for quality assurance and legal defense purposes.

8.5 Financial and Billing Data

Retained for **7 years** in accordance with Dutch tax legislation.

8.6 Technical Logs and Security Monitoring Data

Retained for up to **12 months**, unless required longer for security investigations or legal obligations.

8.7 Backup Data Retention

Personal data stored in encrypted backups is retained as follows:

- Daily operational backups: retained for up to **30 days**
- Archived backups: retained for up to **90 days**
- Backups are encrypted and access-restricted
- Backup data is not actively processed except for disaster recovery
- Deleted personal data is removed from backups in accordance with the backup retention cycle
- Backups are automatically overwritten after the retention period expires

In exceptional circumstances (e.g., legal hold or regulatory requirement), retention may be extended.

9. Data Subject Rights

You have the right to:

- Be informed
- Access your data
- Rectify inaccurate data
- Erase your data
- Restrict processing
- Data portability
- Object to processing
- Not be subject to automated decision-making

Requests can be sent to: security@contactcenter4all.com

10. Automated Decision-Making

CC4ALL does not use personal data for automated decision-making or profiling in a manner that produces legal or similarly significant effects

11. Right to Lodge a Complaint

You may lodge a complaint with:

Autoriteit Persoonsgegevens (Netherlands)

www.autoriteitpersoonsgegevens.nl

Or with your local supervisory authority within the EU/EEA.

12. Security Measures

We implement technical and organizational measures including:

- Encryption (AES)
 - Role-based access control
 - Multi-factor authentication
 - Encrypted backups
 - ISO-aligned controls
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