

Privacy Policy

Festitool — Crescita BV | Effective date: 1 July 2026

1. Who We Are

Crescita BV (BE1022.505.011), operating the Festitool platform at festitool.app, is the data controller responsible for your personal data. Contact: info@thebaroffice.be.

2. Data We Collect

2.1 Account data

- Full name
- Email address
- Password (hashed, never stored in plain text)
- Company name (optional)

2.2 Billing data

- Payment method details (processed by Stripe — we never store card numbers)
- Billing address
- Invoice history

2.3 Usage data

- Bar layout projects and their content
- Feature usage and session information
- Browser type, IP address, and device type

3. Why We Process Your Data

Contract performance: Delivering the Festitool service, processing payments, managing your subscription.

Legitimate interest: Improving the platform, preventing fraud, ensuring security.

Legal obligation: Issuing invoices, retaining financial records as required by Belgian law.

Consent: Sending marketing emails (you can opt out at any time).

4. Data Processors

We share your data only with trusted processors under appropriate data processing agreements:

- Supabase (database and authentication) — servers in the EU
- Stripe (payment processing) — Stripe Privacy Policy applies
- Lovable / hosting provider — EU-based infrastructure

We do not sell your data to any third party.

5. Retention

We retain your account data for as long as your account is active, plus 3 years after termination. Financial records are kept for 7 years as required by Belgian accounting law. You may request deletion at any time.

6. Your Rights (GDPR)

As an EU resident you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion ('right to be forgotten')
- Restrict or object to processing
- Data portability
- Withdraw consent at any time

To exercise these rights, email info@thebaroffice.be. You may also lodge a complaint with the Belgian Data Protection Authority (www.dataprotectionauthority.be).

7. Cookies

We use strictly necessary cookies for authentication and session management. No advertising or tracking cookies are set without your consent. You can manage cookie preferences in your browser settings.

8. Changes to This Policy

We may update this policy. Material changes will be communicated by email at least 14 days in advance. Continued use of the service after the effective date constitutes acceptance.

9. Contact

Crescita BV

Email: info@thebaroffice.be