

Privacy Policy

Effective Date: 11-05-2025

Website: www.enquete.com

Company: Research Link

Enquete.com (“**Enquete**”, “**we**”, “**our**”, or “**us**”) is committed to protecting the privacy and data of our users. This Privacy Policy explains how we collect, use, store, and protect personal data, in accordance with the General Data Protection Regulation (EU) 2016/679 (“**GDPR**”).

This Privacy Policy is part of our Terms of Service and applies to all visitors and users of the Enquete.com platform.

I. Controller Identification and Contact

Company Name: Research Link

Chamber of Commerce Number: 69727341

Contact Email: privacy@enquete.com

II. Enquete as a Data Controller

We act as a **controller** for the personal data of users and website visitors when:

- You create an account
- You visit our website
- You contact our support team
- You subscribe to newsletters or updates

Data we collect includes:

- Name and contact details (email, company name, phone number)
- IP address, browser type, and device data
- Support inquiries, feedback, and communication history
- Usage behavior on the website and survey platform (via cookies and analytics)

Purposes of processing:

- To provide, manage, and improve the service
- To fulfill legal obligations (e.g., accounting)
- To communicate with users (support, system notices)
- To conduct marketing, only with consent

Legal basis:

Processing is based on performance of a contract, legal obligations, legitimate interest, or your consent.

We do **not** process payment data ourselves. All payments are handled by **Stripe.com** who process data under their own privacy terms.

III. Enquete as a Data Processor

Enquete.com provides tools to create, distribute, and store surveys. In this context, we act as a **processor** on behalf of our customers (survey creators), who are the **controllers** of the data they collect from respondents.

We do not:

- Access or use survey response data unless required for support or legal compliance
- Share response data with third parties unless directed by the customer
- Modify or analyze survey responses unless explicitly instructed

User Responsibilities:

If you collect personal data via Enquete surveys, you are the controller and must comply with the GDPR, including informing respondents and obtaining any necessary consents.

IV. Personal Data Retention

- **User data** (account, communication, billing): stored for the duration of the customer relationship and up to 5 years thereafter to meet legal obligations.
 - **Survey response data**: stored for as long as the user account is active or until the user deletes it or instructs us to delete it.
 - Upon account cancellation, data will be permanently deleted within **15 days**, unless legally required to retain it.
-

V. Transfers Outside the EU

We host data within the **European Economic Area (EEA)**. If data is transferred outside the EEA, we ensure safeguards are in place as per Articles 44–49 of the GDPR (e.g., Standard Contractual Clauses).

VI. Data Recipients and Processors

We work with trusted third-party service providers under strict data processing agreements. These include:

- **Cloud hosting** (e.g., AWS, Azure, or regional provider)
- **Email delivery** (e.g., SendGrid, Mailgun)
- **Customer support platforms** (e.g., Intercom, Crisp)
- **Analytics tools** (e.g., Google Analytics)

A full list of subprocessors is available upon request or on our website.

VII. Data Security

We employ industry-standard technical and organizational measures, including:

- TLS/SSL encryption
- Firewalls and antivirus protections
- Access control policies
- Data backups and disaster recovery
- Regular audits and employee training

All user passwords are securely hashed and stored. Access to data is granted on a strict need-to-know basis.

VIII. Data Subject Rights

As a data subject, you have the following rights under the GDPR:

- **Access:** Request details of your personal data
- **Rectification:** Correct inaccurate or incomplete data
- **Erasure:** Request deletion of your personal data
- **Restriction:** Limit how we process your data
- **Portability:** Receive your data in a portable format
- **Objection:** Object to data processing on legitimate interest grounds
- **Withdraw consent:** For processing based on consent
- **Lodge a complaint:** With your local Data Protection Authority

To exercise any of these rights, contact us at: privacy@enquete.com

IX. Cookies and Tracking Technologies

Enquete.com uses cookies for:

- Site functionality
- User authentication
- Analytics and performance (e.g., Google Analytics)
- Marketing (only with consent)

You can manage cookie preferences via your browser settings or by using our [Cookie Consent Manager].

X. Changes to This Policy

We may update this Privacy Policy periodically. Significant changes will be communicated via email or prominent notices on our website. We encourage you to review this page regularly.

XI. Contact Us

For privacy-related questions, please contact:

Email: privacy@enquete.com