



GDPR Data Processing Policy

Issued on the 9th December 2024

1. Scope of the policy

This GDPR policy applies to the following OrthoGraph services:

- OrthoGraph mobile applications
- OrthoGraph websites, including:
 - orthograph.com
 - orthograph.net
- Services available under the subdomains of the above websites.

2. Data Controller Information

Data Controller:	OrthoGraph Software Development Kft.
Company Registration Number:	13-09-101767
Registered Office:	49 Honvéd Street, 2009 Pilisszentlászló, Hungary
Contact information:	e-mail: support@orthograph.net
Tax Number:	13418414-2-13

3. Data Processing Activities

OrthoGraph performs the following data processing activities:

3.1 User Account Creation:

Collected data: name, email address, company details (if provided).

Purpose: ensuring service availability, including project storage within the OrthoGraph Cloud.

3.2 Billing:

Collected data: minimum necessary customer information required to issue legally compliant invoices.

3.3 Marketing Communication:

Collected data: name, email address (only with user consent).

Users can unsubscribe from email-based marketing communications at any time by clicking the "Unsubscribe" link provided in all emails.

3.4 Other Personal Data Collection:

OrthoGraph may also collect the following data:

- IP address
- Browsing data via cookies (see the cookies section for more information)
- Application usage statistics (in anonymized form)

These data are used to optimize system performance, troubleshoot issues, and improve the user experience.

OrthoGraph does not store credit card information. Payment data is processed exclusively by trusted third-party payment processors, including the Apple AppStore.

4. Legal Basis for Data Processing

- Data processing for account management is based on the acceptance of terms and conditions required during registration.
- Marketing communication is conducted solely with the explicit consent of the user.
- OrthoGraph may use anonymized and aggregated data for statistical purposes.

5. Third-Party Service Providers

OrthoGraph utilizes the following third-party service providers:

- Payment Processors:
 - Processed data: name, email, payment transaction data (OrthoGraph does not store credit card details).
 - Providers: Apple AppStore and other certified payment processors.
- Web Analytics Providers:
 - Processed data: browsing data, visitor statistics.
 - Providers: Google Analytics or similar tools.

OrthoGraph ensures that all engaged third-party providers comply with GDPR requirements.

6. Data Responsibility

All data stored and handled within OrthoGraph systems are the sole responsibility of the user account holder. OrthoGraph acts as a service provider and does not monitor, validate, or verify the accuracy or legality of the data uploaded or stored by the users. OrthoGraph is not liable for any content, data inaccuracies, or unauthorized activities carried out by the user account holder or third parties accessing data through user-granted permissions.

7. Data Storage and Retention

7.1 Data Retention:

Data related to user accounts is stored as long as the account is active or until the user deletes the account.

7.2 Accounting Data:

Following the deletion of a user account, billing and accounting data are retained for the period required by law and only to the extent necessary for compliance.

7.3 Third-Party Payment Processors:

Deleting a user account does not automatically delete payment-related data stored by independent payment processors, such as the Apple AppStore. Users must manage these data deletions directly with the respective processors.

7.4 Account Deletion by OrthoGraph:

OrthoGraph reserves the right to delete user accounts under the following conditions:

1. If no valid license is associated with the account.
2. If the account or the stored data contains illegal information.
3. If maintaining the account contradicts OrthoGraph's policies or interests.

Process and Consequences of Account Deletion initiated by OrthoGraph:

- Users will be notified before deletion and allowed to export their data, provided it does not violate legal or data processing regulations.
- If the deletion is based on internal decisions rather than legal obligations, OrthoGraph strives to avoid deleting accounts during a prepaid license period. In such cases, any unused portion of the license fee for the period not covered by the service will be refunded proportionally.

7.5 User-Initiated Deletion:

Users may delete their accounts at any time. This action permanently erases all associated data, and OrthoGraph will have no ability to recover deleted information.

8. Data Security Measures

- OrthoGraph systems are protected by firewalls.
- User passwords are encrypted (e.g., using hashing algorithms) and cannot be decrypted.
- Access rights are strictly controlled to ensure data security.

For Enterprise users, it is possible to manage data entirely on-premise, within the client's infrastructure. In such cases, OrthoGraph has no technical access or responsibility for the data.

9. Cookies

OrthoGraph websites use cookies to ensure service functionality, improve user experience, and collect statistical data.

9.1 Types of Cookies

- Essential Cookies: Necessary for the proper functioning of the website.
- Analytics Cookies: Collect information about website usage (e.g., number of visitors, most visited pages).
- Marketing Cookies: Used to display targeted advertisements.

9.2 Consent

The use of non-essential cookies requires user consent, which can be provided via the cookie banner displayed on our website.

9.3 Cookie Management

Users can modify cookie settings in their browser at any time or use the cookie management tools available on our website.

10. Rights of Data Subjects

Data subjects have the following rights:

- Access to their personal data.
- Correction of inaccuracies in their data.
- Deletion of their data.
- Opt-out from marketing communication.

Users can modify or delete their accounts and associated data independently, without OrthoGraph's involvement. In addition, users can exercise these rights by contacting OrthoGraph at support@orthograph.net. Requests will be processed within the timeframes specified by GDPR.

11. Handling Data Breaches

In the event of a data breach:

- Affected users and the relevant authorities will be notified without delay.
- Comprehensive documentation will be prepared, including access logs and any other relevant information, to provide transparency and resolve the issue.

12. Privacy Notice

Users are required to accept the following documents during registration:

- Privacy Policy
- Terms of Use

These documents are available at any time on OrthoGraph's website and Apple AppStore channels.

13. Data Processing in Third Countries

OrthoGraph processes personal data exclusively within the EU. However, upon specific user request, data processing can be arranged in the user's preferred region. Such arrangements must be implemented through a separate agreement between the user and OrthoGraph.