

VOLENG

Privacy Policy

VOLENG is a software product and service operated by Eng Consulting BV.

Belgian enterprise number (KBO/BCE): 0803.677.860

VAT number: BE0803.677.860

Commercial contact: info@voleng.com | Support: support@voleng.com

Information concerning the processing of personal data

1. Identity of the controller

Eng Consulting BV, enterprise number 0803.677.860, VAT number BE0803.677.860, operates the VOLENG product and service. For personal data where it determines the purposes and means of processing, Eng Consulting BV acts as controller. Contact: info@voleng.com. Support: support@voleng.com. VOLENG is a product/service name and is not a separate legal entity.

2. Scope and roles

This policy covers website visitors, prospects, trial users, account administrators, billing contacts, support contacts and other individuals whose personal data is processed in connection with VOLENG. For certain data placed in a customer workspace, Eng Consulting BV may act as processor on the customer's documented instructions rather than as controller.

3. Data we process

Depending on use, we may process identification and contact information; organisation and account information; authentication and security records; subscription, invoice and payment-reference data; support communications and ticket history; product usage, device, browser, IP and audit information; and operational content submitted to a workspace. Full payment-card numbers and card security codes should be collected directly by the payment provider and not stored by VOLENG.

4. Purposes and legal bases

Data may be processed to create and administer accounts; provide and secure the service; perform contracts and subscriptions; process billing; provide support; prevent fraud and abuse; maintain audit and security logs; comply with legal obligations; improve the service; and send relevant service communications. Depending on the activity, the legal basis may be performance of a contract, compliance with a legal obligation, legitimate interests or consent where consent is legally required.

5. Recipients and processors

Personal data may be accessed by authorised Eng Consulting BV personnel and by service providers needed to operate VOLENG, such as hosting, infrastructure, email, support, accounting and payment providers. Data may also be disclosed where required by law, to protect legal rights or in connection with a legitimate corporate transaction subject to appropriate safeguards. Providers receive only the access reasonably necessary for their role.

6. International transfers

Where personal data is transferred outside the European Economic Area, Eng Consulting BV will use an applicable lawful transfer mechanism, such as an adequacy decision or appropriate contractual safeguards, where required. Information about relevant safeguards may be requested using the contact details in this policy.

7. Retention

Personal data is retained only as long as necessary for the relevant purpose, taking account of account status, contractual needs, security, disputes and statutory accounting or legal retention obligations. Different categories may have different retention periods. Data may be deleted or anonymised when no longer required, subject to backups and mandatory retention.

8. Security

Reasonable technical and organisational measures are used to protect personal data against unauthorised access, alteration, loss or disclosure. Measures may include role-based access, encryption in transit, secure credential handling, logging, backups and supplier controls. No system can provide an absolute guarantee of security.

9. Your GDPR rights

Subject to the GDPR and applicable law, individuals may have rights of access, rectification, erasure, restriction, objection and data portability. Where processing is based on consent, consent may be withdrawn without affecting processing already carried out lawfully. Identity verification may be requested where appropriate.

10. Complaints

Privacy questions or requests can be sent to Eng Consulting BV using the contact details above. Individuals also have the right to lodge a complaint with the competent supervisory authority. In Belgium this is the Belgian Data Protection Authority (Gegevensbeschermingsautoriteit / Autorite de protection des donnees).

11. Cookies and similar technologies

The website or application may use strictly necessary technologies for authentication, security and preferences and may use optional analytics or other technologies where enabled. Where consent is legally required, optional technologies should not be activated before valid consent. More detailed cookie information should be maintained in a dedicated cookie notice or consent interface where applicable.

12. Automated decisions

VOLENG does not intend to make decisions producing legal or similarly significant effects about individuals solely by automated means unless this is specifically disclosed and a lawful basis and required safeguards are in place.

13. Updates

This Privacy Policy may be updated when the service, providers or legal requirements change. Material changes will be communicated where appropriate. Version 1.1, effective 5 September 2026.