

Privacy Policy

1. Introduction

At NextGenCX Solutions, we take your privacy seriously. This policy outlines how we collect, use, and protect your personal data in compliance with the General Data Protection Regulation (GDPR) and other applicable data protection laws.

2. Data We Collect

We collect the following personal data through our website:

- Name and surname
- Email address
- Telephone number
- Any additional information you voluntarily provide through our contact forms or other communication channels.

3. Purpose of Data Collection

We collect your personal data to:

- Respond to inquiries
- Provide customer service
- Process requests related to our services
- Improve our website and customer experience.

4. Legal Basis for Processing

We process your data based on one or more of the following legal bases:

- Your consent (when you fill out a form on our website).
- The performance of a contract (when responding to service-related inquiries).
- Our legitimate interest (for improving services and communications).

5. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

6. Sharing of Data

We do not share, sell, or disclose your personal data to third parties unless required by law or necessary to fulfill a contract with you (e.g., to service providers working on our behalf).

7. Your Rights

Under GDPR, you have the right to:

- Access, correct, or delete your personal data.
- Withdraw your consent at any time.
- Restrict or object to the processing of your data.
- File a complaint with a supervisory authority if you believe your data protection rights have been violated.

8. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction.

9. Cookies

We use cookies to enhance user experience and gather information about website traffic. For more details, please see our Cookie Policy.

10. Contact Information

If you have any questions or concerns regarding this privacy policy or how your data is handled, please contact us at:

- E-mail: florin@nextgencxsolutions.com
- Phone: 00352661120482

11. Changes to this Policy

We may update this privacy policy from time to time. Any changes will be posted on this page with an updated revision date. Last revised time: 01.10.2024