

Privacy Policy

Information concerning the processing of personal data in VOLENG.

Operator and contracting entity: Eng Consulting BV, Belgium, enterprise number 0803.677.860, VAT BE0803.677.860.

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

1. Identity of the controller

Eng Consulting BV 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 and 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.

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; trial feedback; product usage, device, browser, IP and audit information; and operational content submitted to a workspace.

Full payment-card numbers and card security codes are intended to 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; operate free trials and paid subscriptions; send onboarding, trial-status and service communications; process billing; provide support and training; collect optional post-trial feedback; prevent fraud and abuse; maintain audit and security logs; comply with legal obligations; and improve the service.

Depending on the activity, the legal basis may be performance of a contract or pre-contractual steps, 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 providers needed to operate VOLENG, such as hosting, infrastructure, email, support, accounting and payment providers. 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.

7. Trial, archive and retention

During a 14-day trial, workspace data is processed to provide the service and support onboarding. When a trial ends without paid activation, normal workspace access is paused. VOLENG may retain the workspace during a limited post-trial follow-up period so the customer can reactivate without rebuilding its setup.

If there is no activation after the follow-up period, the workspace may be placed in an archived state. Archived data is retained only for as long as reasonably necessary for reactivation, customer support, security, dispute handling and legitimate business administration, taking account of applicable deletion requests and legal retention duties. Data that is no longer required is deleted or anonymised, subject to backups and mandatory retention.

Accounting, tax, security and legal records may be kept for longer periods where required by law or necessary to establish, exercise or defend legal claims.

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8. Trial feedback

After an unconverted trial, VOLENG may send a short feedback request asking why the customer did not continue. Responding is optional. Feedback may include a selected reason and an optional free-text comment and is used to improve the product, onboarding, support and commercial experience.

9. 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.

10. 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.

11. 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).

12. 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.

13. 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 an appropriate lawful basis and safeguards are in place.

14. Updates

This Privacy Policy may be updated when the service, providers, business processes or legal requirements change. Material changes will be communicated where appropriate.

Version 1.2, effective 19 September 2026.