



RelayPro – Privacy Policy

Last updated: May 2025

This privacy policy applies to the services of RelayPro, a platform owned and operated by MikeSolutions (trading under the name MBSolutions). We value your privacy and process your data in accordance with the European General Data Protection Regulation (GDPR).

1. Data Controller

MikeSolutions (MBSolutions) is the data controller responsible for processing personal data via the RelayPro platform.

Contact details:

MikeSolutions (MBSolutions)

Email: privacy@relaypro.app

Country of establishment: The Netherlands

2. What data do we collect?

We only collect personal data necessary for platform usage:

- User name, email address, and contact information
- Login credentials and usage activity within the platform
- Lead, customer, or contact data entered by users
- IP addresses, browser info, and log data for security

Optionally, we may also process:

- Language settings, user preferences
 - Communication content (support inquiries, emails)
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3. Purposes of data processing

We process personal data exclusively for the following purposes:

- To provide access to and operate the RelayPro platform
- Customer support and service
- To improve functionality, security, and user experience

- To comply with legal obligations

Data is **not used for third-party marketing purposes** and is **never sold**.

4. Legal bases

Processing is based on:

- Contract performance (Article 6(1)(b) GDPR)
 - Legal obligation (Article 6(1)(c))
 - Legitimate interests, such as platform security (Article 6(1)(f))
 - Consent, when explicitly required (Article 6(1)(a))
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5. Data retention

- User data: retained for as long as the account is active + max. 12 months after termination
 - Log data: up to 6 months, unless needed for investigation
 - Backups: stored for max. 30 days on secure servers
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6. Third parties and data transfer

RelayPro is hosted within the EU. Personal data is not transferred outside the European Economic Area (EEA), unless:

- You activate external integrations outside the EEA
- Standard Contractual Clauses (SCCs) or equivalent safeguards are in place

Third-party processors (e.g. hosting, email providers) are contractually bound by data processing agreements and confidentiality clauses.

7. Security measures

We implement appropriate technical and organizational security measures, including:

- SSL encryption of all data in transit

- Access control and activity logging
 - Secure backups and active monitoring
 - Role- and permission-based access management
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8. Your rights

You have the right to:

- Access your personal data
- Rectify or delete your data
- Restrict or object to processing
- Data portability

You can exercise your rights by contacting privacy@relaypro.app. We will respond within 30 days.

9. Cookies

RelayPro uses only functional and anonymous analytical cookies. We do **not** use tracking or marketing cookies.

10. Changes

This privacy policy may be updated. Substantial changes will be communicated via email or platform notification. The current version is always available at relaypro.app/privacy.

Questions or complaints about privacy? Contact us at privacy@relaypro.app.

You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).