

# PRIVACY POLICY

---

## 1. General information

The protection of your personal data is very important to us. This privacy policy explains how BUSY BEES – FZCO collects, uses and manages personal data in connection with the use of the Busy Bees platform.

We process personal data exclusively in accordance with the applicable data protection regulations, in particular the General Data Protection Regulation (GDPR). This privacy policy also informs you about your legal rights as a data subject and how you can exercise these rights.

If you have any questions about the processing of your personal data or wish to exercise your rights, you can contact us at any time using the contact details provided.

---

## 2. Definitions

The following definitions apply in this privacy policy:

- "Busy Bees", "we", "us" or "our" refers to BUSY BEES – FZCO.
- Users of the Busy Bees platform are referred to as "Users", "Clients" or "Bees", depending on the context.
- The public website at [www.busy-bees.eu](http://www.busy-bees.eu) serves in particular to provide information about Busy Bees and to present the platform to the outside world and is hereinafter referred to as the "website".
- The application area accessible at <https://busy-bees.eu/> is used for the registration, administration and use of user accounts as well as for the processing of platform-related functions and is hereinafter referred to as the "platform" or "application area".
- The website, the application area and all associated services, functions and communication offerings are collectively referred to as the "Busy Bees platform".
- The "Terms of Use" are the currently valid general terms and conditions for the use of the Busy Bees platform, which can be accessed via the platform.

---

## 3. Controller

The controller within the meaning of the General Data Protection Regulation (GDPR) for the processing of personal data in connection with the use of the Busy Bees platform is:

BUSY BEES – FZCO  
Premises No. 46510-001  
IFZA Business Park, DDP  
Dubai Silicon Oasis  
Dubai, United Arab Emirates  
E-mail: [office@busy-bees.eu](mailto:office@busy-bees.eu)

### 3.1 EU representative pursuant to Art. 27 GDPR

As BUSY BEES – FZCO does not have a registered office in the European Union, we are obliged under Art. 27 GDPR to appoint a representative in the EU. The appointment of an EU representative is currently in preparation. The contact details of the EU representative will be published here as soon as the appointment has been finalised.

---

## 4. Collection and processing of personal data

We process personal data that you provide to us in connection with your use of the Busy Bees platform or that is generated in the course of using the platform. Personal data is any information relating to an identified or identifiable natural person.

### 4.1 Information provided by you

Depending on how you use the Busy Bees platform, we process the following categories of personal data in particular:

- Contact details

e.g. first and last name, e-mail address, telephone number, address or postcode.

- Registration and profile data

Information you provide when creating and managing a user account, such as username, profile information, services offered, prices, availability or other voluntary information.

- Communication data

Content of messages that you exchange with other users or with us via the platform (e.g. via Bee's Chat) or by e-mail.

- Content and usage data

Information about tasks, enquiries, bookings or other activities that you create or manage via the Busy Bees platform.

- Identity-related documents (optional)

Where applicable, you can voluntarily upload identification documents to confirm your personal details. These documents are checked manually and are not evaluated automatically. No further identity checks, queries of external registers or criminal record checks are carried out.

### 4.2 Payment and subscription data

To process paid subscriptions, we process information that is necessary for the administration of your subscription (e.g. tariff, term, payment status).

The actual payment processing is carried out by an external payment service provider. We do not receive complete payment details (such as credit card or account numbers), but only information about the payment status and billing-related references.

Payments between users of the platform (e.g. between Clients and Bees) are made outside the Busy Bees platform and are not processed by us.

This data is processed for the purpose of fulfilling the contract in accordance with Art. 6(1)(b) GDPR and for fulfilling statutory retention obligations in accordance with Art. 6(1)(c) GDPR. Where necessary, processing is also carried out on the basis of our legitimate interest in the proper processing and documentation of payment transactions (Art. 6(1)(f) GDPR).

### 4.3 Data from third-party sources

As a matter of principle, we only process personal data if you provide it to us yourself. Data from external sources or third parties is only processed if this is legally permissible and necessary for the provision or security of the platform.

In these cases, processing is based on our legitimate interest in the secure and proper provision of the platform (Art. 6(1)(f) GDPR) or, if necessary, for the performance of a contract (Art. 6(1)(b) GDPR).

## 5. Automatically collected information

When using the Busy Bees platform, certain information is collected automatically. This processing is technically necessary to provide the platform, ensure its security and analyse its use.

The processing of this data is based on our legitimate interest in the technical provision, stability, security and optimisation of the Busy Bees platform (Art. 6(1)(f) GDPR).

### 5.1 Usage data

We collect information about how you use the Busy Bees platform. This includes, in particular:

- Pages and functions accessed
- Interactions within the platform
- Time and duration of use
- Technical referrer information

### 5.2 Device and access data

Each time you access the Busy Bees platform, certain technical information is automatically processed, including:

- IP address
- Device type
- Operating system
- Browser type and version
- Date and time of access

This data is processed in particular for the purposes of technical provision, system security, error analysis and the prevention of misuse and fraud.

### 5.3 Location-based information

For technical reasons, an approximate location (e.g. city or region) can be derived from the IP address. Precise location data (e.g. GPS data) is not currently processed.

### 5.4 Cookies and similar technologies

We use cookies and similar technologies to automatically collect certain information. Details on the type, scope and purpose of the cookies used, as well as your settings and revocation options, can be found in our cookie policy and in the cookie consent tool used.

The processing of personal data in connection with cookies is carried out – depending on the type of cookies – on the basis of Art. 6 (1) lit. f GDPR (technically necessary cookies) or Art. 6 (1) lit. a GDPR (cookies requiring consent).

Google Fonts are integrated into our website. When you visit the website, your IP address may be transmitted to Google's servers for technical reasons. If this involves a cross-border transfer to third countries (in particular the USA), this is done exclusively in accordance with Chapter V of the GDPR, in particular on the basis of appropriate safeguards pursuant to Art. 46 GDPR (e.g. standard contractual clauses). If consent is required for integration, processing will only take place after you have given your consent via the cookie consent tool (Art. 6(1)(a) GDPR). Otherwise, processing is based on our legitimate interest in a uniform and appealing presentation (Art. 6(1)(f) GDPR).

## 6. Use of personal data

We use personal data exclusively for the purposes described in this privacy policy and only to the extent necessary for the provision and operation of the Busy Bees platform or where there is a corresponding legal basis.

Processing is carried out in particular for the following purposes:

- Provision and operation of the Busy Bees platform

for the registration and administration of user accounts, for the publication and administration of tasks, and for mediation and communication between users (Art. 6(1)(b) GDPR)

- Communication with users

To transmit platform-related information, administrative messages, security-related notices and to respond to enquiries (Art. 6(1)(b) and (f) GDPR)

- Client and user support

To process enquiries, complaints and technical problems (Art. 6(1)(b) and (f) GDPR)

- Security and prevention of misuse

to ensure secure platform operation, to detect and prevent misuse, fraud or other illegal activities (Art. 6(1)(f) GDPR)

- Analysis and further development of the platform

To evaluate the use of the Busy Bees platform, in particular to analyse the use of functions, process flows and breakpoints in the ordering and registration process.

The evaluation is always carried out in aggregated and anonymised or pseudonymised form and serves to improve functions, user-friendliness and stability.

If the use of analysis tools is necessary for this purpose, this is done on the basis of consent, if required by law. (Art. 6(1)(f) GDPR or Art. 6(1)(a) GDPR)

- Enforcement of the Terms of Use

To ensure compliance with our Terms of Use and to protect our rights and interests (Art. 6(1)(f) GDPR)

- Fulfilment of legal obligations

insofar as processing is necessary to fulfil legal obligations (Art. 6(1)(c) GDPR)

---

## 7. Disclosure of personal data

We only disclose personal data to the extent necessary for the use of the Busy Bees platform, where there is a legal obligation to do so, or where there is a corresponding legal basis.

### 7.1 Service providers and processors

To provide and operate the Busy Bees platform, we use carefully selected external service providers who process personal data on our behalf. These include, in particular, service providers for:

- Web hosting and technical infrastructure
- Sending e-mails and system-related notifications
- Client and user support
- Security and abuse prevention
- Subscription and payment processing (e.g. Stripe)

These service providers are contractually obliged to process personal data exclusively in accordance with our instructions and in compliance with the applicable data protection regulations.

## 7.2 Sharing between users of the platform

The Busy Bees platform enables Clients and Bees to contact and collaborate with each other. In this context, certain contact details and profile information may be visible or accessible to other users to the extent necessary for the performance of tasks or communication.

The scope of the information shared depends on the respective settings and the specific use of the platform.

## 7.3 Legal obligations and law enforcement

We may share personal data if necessary to comply with legal obligations or to enforce our rights, for example with courts, authorities or legal advisors.

## 7.4 Company transfers

In the event of a planned or actual restructuring, merger, acquisition or sale of company shares or assets, personal data may be disclosed to the parties involved to the extent necessary.

## 7.5 Public areas of the platform

Certain information that you publish in your user profile is visible to other users of the Busy Bees platform. This includes, in particular, profile details such as your username, profile description, services offered, prices, availability and reviews.

Which profile information is publicly visible depends on the respective function of the platform and your profile settings. You can edit your profile and change or remove content at any time.

Publicly visible content remains available until you delete it or your user account is terminated. After deletion of the user account, publicly accessible profile information is removed, unless there are legal retention obligations that prevent this.

## 7.6 Hosting and technical infrastructure

The Busy Bees platform is operated by external hosting and infrastructure service providers. These providers process personal data exclusively in accordance with our instructions and on the basis of corresponding data processing agreements.

In doing so, it may be necessary to process personal data on servers outside the European Union. In such cases, the transfer is carried out exclusively in accordance with the provisions of the General Data Protection Regulation, in particular on the basis of appropriate safeguards in accordance with Art. 46 GDPR.

### 7.6.1 Categories of service providers used

Depending on operational and security requirements, we use service providers in the following categories:

- Hosting and cloud infrastructure
- Sending transaction and system e-mails
- Client and user support
- Security and abuse prevention (e.g. monitoring, logging, spam and fraud detection)
- Analysis, if activated and – where necessary – after consent

If personal data is transferred to third countries in this context, this will only be done in accordance with Chapter V of the GDPR, in particular on the basis of appropriate safeguards pursuant to Art. 46 GDPR (e.g. standard contractual clauses).

## 8. Data transfer to third countries

In the context of the provision and operation of the Busy Bees platform, it may be necessary to transfer personal data to recipients in countries outside the European Union (third countries) or to process it there. This applies in particular to processing by BUSY BEES – FZCO, based in the United Arab Emirates.

The transfer of personal data to third countries is carried out exclusively in accordance with the provisions of the General Data Protection Regulation (GDPR). If there is no adequacy decision by the European Commission for the respective third country, the transfer is carried out on the basis of appropriate safeguards in accordance with Art. 46 GDPR, in particular using the standard contractual clauses approved by the European Commission.

In exceptional cases, a transfer may also be made on the basis of Art. 49 (1) GDPR, for example if this is necessary for the performance of a contract or for the implementation of pre-contractual measures.

Despite existing safeguards, it cannot be ruled out that authorities in the respective third country may gain access to personal data. However, we take appropriate measures to ensure the highest possible level of data protection.

---

## 9. Rights of data subjects

As a data subject, you have various rights under the General Data Protection Regulation (GDPR). You can exercise these rights at any time by contacting us via the contact options provided.

### 9.1 Information

You have the right to request information about whether and which personal data we process about you (Art. 15 GDPR).

### 9.2 Rectification

You have the right to request the rectification of inaccurate personal data or the completion of incomplete personal data (Art. 16 GDPR).

### 9.3 Erasure

You have the right to request the erasure of your personal data, provided that the legal requirements are met (Art. 17 GDPR).

### 9.4 Restriction of processing

You may request the restriction of the processing of your personal data under the legal requirements (Art. 18 GDPR).

### 9.5 Data portability

You have the right to receive personal data that you have provided to us in a structured, commonly used and machine-readable format or to request its transfer to another controller, provided that this is technically feasible (Art. 20 GDPR).

### 9.6 Objection

You have the right to object to the processing of your personal data if it is based on a legitimate interest (Art. 21 GDPR).

### 9.7 Withdrawal of consent

If the processing of your personal data is based on consent, you may withdraw this consent at any time with effect for the future.

## 9.8 Right to lodge a complaint

You have the right to lodge a complaint with a competent data protection supervisory authority if you believe that the processing of your personal data violates data protection regulations.

The competent supervisory authorities are, in particular:

**Österreich:**

Austrian Data Protection Authority (DSB)  
Barichgasse 40–42  
1030 Vienna

**Slovenská republika:**

Office for Personal Data Protection of the Slovak Republic  
Hraničná 12  
820 07 Bratislava 27

**Česká republika:**

Úřad pro ochranu osobních údajů  
Pplk. Sochora 27  
170 00 Prague 7

**Magyarország:**

National Authority for Data Protection and Freedom of  
Information (NAIH)  
Falk Miksa Street 9–11  
1055 Budapest

You can also lodge a complaint with any other data protection supervisory authority in the EU, in particular in the Member State of your residence, place of work or place of the alleged infringement.

---

## 10. Storage period and retention of personal data

We only store personal data for as long as is necessary for the respective processing purposes or as long as there are legal retention obligations.

We generally store personal data processed in connection with the use of the Busy Bees platform for the duration of the existing user account.

After termination of use or deletion of the user account, the following principles apply, unless there are legal retention obligations or legitimate interests that prevent this:

- Account data and profile data are generally deleted or anonymised within 30 days.
- Communication data is usually stored for up to 12 months after the end of the respective communication, unless further storage is required.
- Usage and log data (e.g. technical logs) are generally stored for up to 90 days and then deleted or anonymised, unless they are required for longer for security reasons.
- Billing and accounting-related data is stored in accordance with statutory retention requirements (usually for up to 7 years).

Longer storage may be necessary in particular to:

- comply with statutory retention and documentation obligations
- assert, exercise or defend legal claims
- be able to trace misuse or security-related incidents

Data that no longer contains any personal data and no longer allows the data subject to be identified may be reused in anonymised form for statistical purposes and for the further development of the Busy Bees platform.

---

## 11. Data security

We take appropriate technical and organisational measures to protect personal data from loss, misuse, unauthorised access, unauthorised disclosure, alteration or destruction.

These measures take into account the state of the art, the nature, scope, context and purposes of processing, as well as the varying likelihood and severity of the risks to the rights and freedoms of natural persons.

Access to personal data is only permitted to persons who need this data to perform their respective tasks and who are bound to confidentiality accordingly.

Please note that the transmission of data via the Internet can always involve security risks. Complete protection against access by third parties is therefore not possible.

---

## 12. Changes to this privacy policy

We reserve the right to amend this privacy policy as necessary, in particular if legal requirements change or the Busy Bees platform is further developed.

The current version of the privacy policy is available on the platform. We will inform you in an appropriate manner in the event of significant changes.

---

## 13. Data protection for children

The Busy Bees platform is not intended for children under the age of 16. We do not knowingly process personal data from persons below this age limit.

If we become aware that personal data of a child under the age of 16 has been processed, we will delete this data immediately.

If you, as a parent or guardian, believe that we have processed a child's personal data in an unauthorised manner, please contact us.

---

## 14. Contact

If you have any questions about this privacy policy or the processing of your personal data, or if you wish to exercise any of your data protection rights, you can contact us at any time:

E-mail: [office@busy-bees.eu](mailto:office@busy-bees.eu)

or via the contact form provided on the platform