

Privacy Statement

BusyBees (hereinafter also referred to as "we") respects your privacy and takes the protection of your data seriously. We are committed to protecting and retaining all personal information that you entrust to us for the use of our services. This Privacy Policy is intended to give you a clear picture of how we use your personal information, how we are committed to protecting your personal information, your rights, and the choices you have to exercise control over your information and protect your privacy. This Privacy Policy contains the following information:

1. [What personal data we collect and use;](#)
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We encourage you to read this Privacy Policy carefully and check it regularly for updates when using our website and services.

What personal data we collect and use

Personal data is any data that can identify you, directly or in combination with other data. We collect personal data:

1. **that you provide to us when you use our website and services;**
2. **personal information we collect automatically;**
3. **personal data that we obtain from other sources.**

Personal Information You Provide To Us Or That We Collect Automatically

The personal information we collect includes:

1. **Contact details and data about orders and services**, such as (company) name, address, (mobile) telephone number, e-mail address, area of expertise and other personal data that you voluntarily provide to us when you contact us or communicate with us. we also collect personal data from clients who place an order and from contractors, to the extent that this information is necessary to establish contact with a potential client. to be manufactured. This includes details such as occupation and information about work, products and services;
2. **Account details**, such as username and password when you create an account with us;
3. **Transaction and payment data**, such as subscription invoices, financial data required for invoicing;
4. **Communication data**, such as communication between the client and Bees via our webpage, participation in surveys or communication with us, e.g. when you contact our BusyBee community service or ask us a question, answer or make an enquiry;

5. **Reviews and comments** from users of BusyBees;
6. **Information collected automatically**, such as your IP address, browser type and operating system, application version, and geographic location. We also collect and generate information about your use of BusyBees, such as the pages you have visited, the pages you have visited before and after your visit to us, the search terms you use, how often you use us and whether you are interested in using us more often. We collect this information by setting cookies. For more information about the cookies we use, please see our Cookie Statement.
7. **Social Media Login:** To improve your experience on our website, we offer you the option to log in with your Google or Facebook account. If you choose to do so, you authorize us to retrieve personal information such as your name, email address, and external identification number. We may store this information for the purposes set out in this Notice and may use it to validate user credentials for social media login. The use of the information collected by Google and Facebook is governed by the policies of the respective parties, and our use of this information is governed by this Privacy Policy.

You are free to decide which data you provide to us. However, in some cases, we will only be able to fulfill a request if we receive more information from you. In this case, we will inform you separately. Failure to provide this information may result in our inability to fully process your question or request, or you may not be able to use our services.

How We Use Your Personal Data

we use your personal data for the following purposes:

1. You can visit our websites without providing any personal information. Each time a website is accessed, the web server only automatically stores a so-called server log file, which contains, for example, the name of the requested file, your IP address, date and time of access, amount of data transferred and the requesting provider (access data) and documents the access.
2. This access data is evaluated exclusively for the purpose of ensuring the trouble-free operation of the site and the improvement of our offer. In accordance with Art. 6 para. 1 sentence 1 lit. f GDPR, this serves to safeguard our overriding legitimate interests in a correct presentation of our offer in the context of a balancing of interests. All access data will be deleted no later than seven days after the end of your site visit.

- **Hosting services provided by a third party**

- As part of processing on our behalf, a third-party provider provides us with the services for hosting and displaying the website. This serves to safeguard our legitimate interests, which prevail in the context of a balancing of interests, in a correct presentation of our offer.
- All data collected in the context of the use of this website or in the forms provided for this purpose, as described below, will be processed on its servers. Processing on other servers only takes place within the framework explained here.

- **Offer of our services**

- The essential part of our offers can only be used by you if you register with us. Then you can, for example, place orders, apply for orders, observe them or leave ratings. In doing so, we ask for data that is necessary or recommended for the use (e.g. creation of orders or the user relationship). In particular, this includes

your name, address and other contact information, such as your mobile phone number. In connection with the collection of data, we would like to point out if information is mandatory. We use the data provided by you in accordance with Art. 6 para. 1 sentence 1 lit. b GDPR for the execution of the contract.

- If you place an order with BusyBees, we will only pass on data from those Bees who explicitly want to get in touch with you so that they can ask questions about your order. For this purpose, we provide a chat function. We do NOT share any personal information. We therefore use the data provided by you in accordance with Art. 6 para. 1 sentence 1 lit. b GDPR for the processing of the contract.
- Furthermore, the data may be used on the basis of legal obligations, such as answering official inquiries within the meaning of Art. 6 (1) (c) GDPR.
- In the case of Bees (contractors), BusyBees stores a Bee profile as well as payment information for the payment of subscription fees. Finally, information about the type and content of the order in which you have participated as a Bee will be stored. In addition, we request copies of proofs from Bees to prove individual information stored in the member profile, e.g. with regard to proof of identity (passport, ID card). These documents will be stored in electronic form for the duration of the membership or for the duration of statutory retention obligations.
- After the order has been fully processed or your member account has been deleted, your data will be restricted for further processing and deleted after the expiry of the retention periods under tax and commercial law, unless you have expressly consented to further use of your data or we reserve the right to use your data beyond that, which is permitted by law and about which we inform you in this statement. The deletion of your member account is possible at any time and can be done either by sending a message to the contact option described below or by using a function provided for this purpose;
- **Identification and Authorization** We process your personal data to verify your identity and provide you with access to our services. The basis for this is your BusyBees membership, and compliance with our legal obligation to take appropriate security measures to protect the data we process. The legal basis for this is Art. 6 (1) (b) GDPR;
- **Improving our website and services** We analyze information about how you use our website and services to improve the user experience for all website visitors. This information includes both survey data and statistics. It is in our legitimate business interest to analyse this information in order to solve problems with our website, for example. The legal basis for this is Art. 6 (1) (f) GDPR;
- **Customization of settings** We use your personal information to provide you with personalized use of our services. We do this by, for example, offering you interactive or personalized features based on your interests. It is in our legitimate business interest to provide you with a service that best suits your interests The legal basis for this is Art. 6 (1) (f) GDPR;
- **Communication** We use your personal data to communicate with you, such as when you contact our customer service, send us an email or ask to exercise a right. We also use your personal information to get in touch with you, for example, to notify you about changes to our services, community policies, or terms and conditions. It is in our legitimate business interest to communicate with you and respond to your questions and requests. The legal basis for this is Art. 6 (1) (b) GDPR;
- **Valuations** We use your personal information when you leave reviews in forums on our website. For example, if you post a review about a Bee or a client, we may, if you wish, edit or delete a review if it is irrelevant, offensive, or otherwise inappropriate. It

is in our legitimate business interest to enable our users to write and publish reviews and, if necessary, to change or remove the reviews The legal basis for this is Art. 6 (1) (b) GDPR;

- **Marketing e-mail advertising with subscription to the newsletter**

- If you subscribe to one of our newsletters, we will use the data required for this purpose or separately provided by you in order to send you our e-mail newsletter on a regular basis on the basis of your consent in accordance with Art. 6 para. 1 sentence 1 lit. a GDPR.
- You can unsubscribe from the newsletter at any time and can do so either by sending a message to the contact option described below or via a link provided for this purpose in the newsletter. After unsubscribing, we will delete your e-mail address, unless you have expressly consented to further use of your data or we reserve the right to use your data beyond that which is permitted by law and about which we inform you in this statement.

- **E-mail advertising in connection with our service, your right to object**

- If we receive your e-mail address in connection with our service and you have not objected to this, we reserve the right to send you regular e-mails about BusyBee's innovations and topics related to crafts on the basis of § 7 para. 3 UWG. You can object to this at any time free of charge by using the unsubscribe link in the respective advertising email.

- **Service providers for sending e-mails**

- Our newsletter is sent as part of processing on our behalf by a service provider, to whom we pass on your e-mail address for this purpose.
- This service provider is based in the USA We have reached an agreement with them in accordance with the standard contractual clauses of the EU Commission. The legal basis for this is Art. 6 para. 1 sentence 1 lit. f GDPR.

- **Use of location data** Your location data will only be retrieved when necessary (during a search query) and temporarily stored on your device. Via an interface (API), your location determined by the (mobile) device is transferred to the map provided (e.g. Google Maps, Apple Maps). However, there is no active transmission of the location by our app. If you do not want to share location data, you can turn this off in your device. Alternatively, you can use the search function of your map app or browser: The legal basis for the use of data is Art. 6 (1) (b) GDPR;

- **Exercising our rights and fulfilling our obligations** We use your personal data to comply with our legal obligations. For example, to meet our tax obligations. We also use your personal information to prevent and detect fraud and other illegal or unwanted activities. We may also use your personal information to protect or exercise our rights or the rights of others. It is in our legitimate business interest to do so The legal basis for this is Art. 6 (1) (f) GDPR;

- **Anonymization** We may anonymize your personal information so that you are no longer identifiable to us or third parties. For example, we may use anonymized data to compile statistics in order to adjust our product development. The legal basis for this is Art. 6 (1) (f) GDPR;

Who we share personal data with

We treat your personal data with care and confidentiality. Your personal data will only be available to our employees to the extent necessary to provide our services.

We only share personal information with third parties in the following cases:

- **Service provider** We may share your personal data with our service providers. For example, to collect subscription payments, investigate and prevent fraud, distribute marketing communications, display personalized advertising, optimize our services, or analyze data;
- **Authorities** We will share your personal data with public authorities to the extent required by law. For example, to law enforcement agencies, courts or regulators to the extent necessary to comply with a legal obligation or to prosecute criminal offences and fraud. We may also disclose personal information to public authorities to protect our rights and property or the rights and property of third parties;
- **Legal enforcement and advice** We may share your personal data with professional advisors such as lawyers, tax advisors, auditors or debt collection service providers.

We will not share your personal information with third parties for commercial purposes without your prior consent.

How We Transfer Personal Data Internationally

We provide your personal information to third parties located in countries outside the EU. The recipients of your personal data may be located in countries that have a lower level of protection of personal data than the EU. We will only share your personal data with third parties who will keep your personal data confidential and ensure adequate protection in line with European standards so that the personal data is adequately protected (e.g. by entering into EU standard contractual clauses for international transfers of personal data, as approved by the European Commission).

If you have any questions about the international transfer of your personal data or the appropriate safeguards BusyBees has put in place to protect your personal data, please send an email to the email address set out on our website for data protection matters.

How we secure and store personal data

We have implemented technical and organisational security measures to protect your personal data. These measures are aimed at ensuring the integrity and confidentiality of your personal data. For example, by allowing only authorized employees to access personal data. We regularly evaluate and update our security measures.

We will retain your personal data for as long as we have a relationship with you, unless a shorter legal retention period applies or the data is no longer necessary for the purpose for which it was collected. Following the termination of our business relationship with you, we will retain your personal data for a period of time that allows us to::

1. to comply with our legal obligations, including legal retention periods;
2. to investigate or defend against legal claims;
3. to deal with your questions, requests or complaints;
4. keep our records for analysis and/or auditing purposes.

How to exercise your rights

You have the right to access, amend, delete, block or transfer your personal data. You also have the right to restrict or object to our processing of your personal data. For example, you can object to the use of your personal data for marketing purposes.

If you have consented to the use of your personal data, you may withdraw your consent at any time.

If you want to view or change your information, you can log in to your account and go to the profile information page.

In order to protect your privacy and ensure the security and confidentiality of your personal information, we ask that you attach a copy of a valid ID to your request, on which only your name can be seen and all other data is illegible.

You can contact us at any time if you have any questions or complaints about this Privacy Policy or the processing of your personal data. We will do our best to answer your questions and complaints to the best of our ability. If you feel that we have not been able to help you with your complaint, you can file a complaint with the Data Protection Authority in Dubai.

Links to other websites

On our website you will find a number of links to other websites. We are not responsible for how these third parties handle your personal information. We encourage you to read their privacy policy when visiting a third-party website to understand how the third party collects and uses your personal information.

Changes to this Privacy Statement

We reserve the right to change this Privacy Policy. The date below shows when the last changes were made. We encourage you to periodically review this Privacy Policy to be aware of any changes. If changes to this Privacy Policy materially affect your rights, we will take reasonable steps to notify you of those changes.