

How we protect your privacy

Cloud LionGroup and subsidiaries use Odoo SA technology. As part of our services, we collect data about you and your company and store it in our system.

Collected information

Most of the personal data we collect is provided when users register and use our services. Other data is collected through interactions with our services.

Account & Contact Information: When you register on our website to use or download one of our products. This usually includes your *name*, *company name*, *email address*, and sometimes your *telephone number*, *postal address* (for an invoice or a delivery), your *industry segment* or *interest*.

We never register or store credit card information from our customers, and always rely on trusted third-party PCI-DSS compliant payment processors for credit card and recurring payment processing. Form Security: Some forms on our website may be protected by Google reCAPTCHA. Please also see the Privacy Policy and Terms of Use in the section on external service providers below.

How we use this information

Account & Contact Information: We use your contact information to provide our services, respond to your requests, and for billing and account management. We may also use this information for marketing and communication purposes (our marketing messages always include an option to unsubscribe at any time). We also use this data in aggregated/anonymized form to analyze service trends.

If you have registered for an event published on our website, we may *name*, *email address*, *telephone number* in *company name* pass on to our local organizer and to the event sponsors, both for direct marketing purposes and to facilitate preparations and registrations for the event.

If you have asked to be contacted we can also *name*, *email address*, *telephone number* in *company name*, use to make contact.

Application data: We process this data solely for our recruitment process, to evaluate and follow up on your application, and during the preparation of your contract, if we decide to make you an offer. You can contact us at any time to have your data deleted.

Browser data: This automatically collected data is analyzed anonymously to maintain and improve our services. Google reCAPTCHA may also be used for security purposes to prevent misuse of our services. In that case, we only process the anonymous score that reCAPTCHA determines based on your browser and device for security purposes.

Access, update, or delete your personal information

Account & Contact Information: You have the right to update and/or delete the personal information you previously provided to us. Please contact us to request this. We will take reasonable steps to permanently delete your personal information, unless we are required to retain it for legal reasons (typically for record-keeping, billing, and tax reporting).

Security

We understand how important and sensitive your personal data is and we take a wide range of measures to ensure that this information is processed, stored securely and protected against data loss and unauthorized access. The technical, administrative and organizational security measures of the data we use [Odoo platform can be found via this link](#).

External service providers / sub-processors

To support our activities, we use various service providers. They assist us with various services such as payment processing, audience analysis, cloud hosting, marketing and communication, etc. These external service providers process data for which Odoo acts as the controller or processor, on behalf of Odoo.

A. Subprocessors

Subprocessors	Goal	Shared data
OVH S.A.S. Privacy & Security	Infrastructure and hosting of Odoo.com (production + backups), Odoo SaaS (production + backups), Odoo.SH (backups), DDOS protection.	Currently hosted by OVHCloud: Production data from Odoo.com and related services, including Odoo Online (SaaS) Customer databases, and the Odoo Database Upgrade services, including customer databases currently being upgraded; Backup data for all Odoo Cloud services. Datacenter Certificates: ISO 27001 , SOC 1 TYPE II , SOC 2 TYPE II , PCI-DSS , CISPE , SecNumCloud , CSA STAR .
Google Cloud EMEA Ltd Privacy & Security	Infrastructure and hosting of Odoo.com (production + backups), Odoo SaaS (production + backups), Odoo.SH (production + backups), DDOS protection.	Currently hosted by Google: Production data from Odoo.com and related services, including Odoo Online (SaaS) and Odoo.SH (PaaS) customer databases and the Odoo Database Upgrade services, including customer databases currently being upgraded; backup data for all Odoo Cloud services. Datacenter Certificates: ISO 27001 , ISO 27017 , ISO 27018 , SOC 1 , SOC 2 , SOC3 , PCI-DSS , HIPAA , CISPE , CSA STAR .
Amazon Web Services, Inc. Privacy & Security	Infrastructure and hosting (legacy)	Currently hosted by AWS: The Odoo Database Upgrade services for customer databases being upgraded on the legacy web-based upgrade platform , or those that were previously started on the legacy platform with custom scripts, or those that were started from the end-of-life version of OpenERP v6.1. Newer upgrades started with the command-line script or the new web-based form will not be processed on AWS. Datacenter Certificates: ISO 9001 , ISO 27001 , ISO 27017 , ISO 27018 , SOC 1 , SOC 2 , SOC3 , PCI-DSS , HIPAA , CISPE , CSA STAR

B. External processors and controllers

These third-party service providers process data for which Odoo is the data controller, as processors, on behalf of Odoo, or they receive such data as data controller for the specific purpose of performing the services for which they are contracted.

Service provider	Goal	Shared data
Revolut PCI • Privacy & Security	Payment processing on Odoo.com.	Shared with Revolut Business: Order details (amount, description, reference), customer name and email.
Google reCAPTCHA Privacy & Security	Form protection.	Used by Google reCAPTCHA: Browser and device characteristics, cookies from Google.
Acuity Scheduling Privacy & Security	Schedule a demo/appointment on Odoo.com.	Shared with Acuity: Any personal information the user has entered on the scheduling form: name and contact information, reason for the request, etc.
Clearbit Privacy & Security	Retrieving company information for prospecting.	Retrieved from Clearbit for visitors from EU companies: name, sector, estimated size, estimated revenue, website, social media, and general contact details. Retrieved from Clearbit for visitors from non-EU companies: the same as for EU companies, plus contact details of company directors, if known.
CloudFlare Security & Privacy • Cookie Policy	Distributed caching of static resources and images from Odoo.com.	Used by CloudFlare: Browser and device characteristics, CloudFlare cookies.

Data retention

Account & Contact Information: We retain this information only for as long as necessary for the purpose for which it was collected as set out in this policy, including any statutory retention periods, or as long as necessary for the legitimate and reasonable promotion of our products and services.

Customer database: we only retain this information for as long as necessary to provide the services you use.

Secure Retention Period: As part of our [Safety Policy](#) We always try to protect your data against accidental or malicious deletion. Consequently, your personal data (account and contact information) is not immediately deleted from our backup systems, which are secure and immutable, after it is deleted from our database upon request, or after you have deleted personal data from your database (customer database). The personal data may remain in these backups for up to 12 months, until it is automatically destroyed by our platform and software provider.

Physical data location / Data transfer

Our customer database is hosted in the Odoo Cloud in Europe, with data centers located in France and Belgium. Backup locations: Backups are replicated across multiple continents. For more information about our hosting services, please refer to the [Cloud Hosting SLA](#).

Disclosure to third parties

Except for requests by law, we do not sell, trade, or transfer your personal data to third parties.

Cookies

Cookies are small pieces of text stored in your browser and later sent back to our servers to provide contextual content. We use them to support your activities on our website, such as your session (so you don't have to log in again) or your shopping cart. For more information about these third-party service providers and their cookie policies, please see the relevant links in the section on [external service providers](#).

Contact and Policy Updates

We may update this Privacy Policy from time to time for clarification, to reflect changes to our website, or to comply with legal obligations. If you have any questions about this Privacy Policy or your personal data, please contact us.