

Privacy Policy

Last Updated: 03/06/2025

1. Introduction

This Privacy Policy describes how Quantec Data Center S.L. ("QuantecDC", "we", "us", or "our") collects, uses, and shares personal data when you (referred to as the "Producer" or "you") use our VisTrace Product Hub ("Platform" or the "Service"). We are committed to protecting your privacy and ensuring you have a positive experience on our Platform.

This policy is in compliance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and Spanish Organic Law 3/2018, of December 5, 2018, on the Protection of Personal Data and Guarantee of Digital Rights (LOPD).

For the purposes of this Policy, "Consumer" refers to any individual who accesses a product page via a QR code or shared link without registering on the Platform. Consumers are not users of the Platform in the contractual sense but may interact with product pages (e.g., by submitting ratings) or generate usage data.

By accessing or using the VisTrace Product Hub, you acknowledge that you have read and understood this Privacy Policy. If you do not agree with it, please do not use the Service.

2. Data Controller

QuantecDC, S.L. is the data controller responsible for processing your personal information in compliance with applicable data protection regulations.

- **Company Name:** Quantec Data Center, S.L.
- **Registered Address:** C/ Leonardo da Vinci, 18 - 3ª, 41092 Sevilla, Spain
- **CIF / NIF:** B90435223
- **Contact Email:** contact@vistrace.net

3. Data Collection

We collect and process several types of information for various purposes to provide and improve our Service:

3.1 Account Holder Data:

- Name and contact details
- Login credentials
- Company information
- Email address

3.2 Company Data:

- Company name and address
- Tax ID
- Contact information

3.3 Product Data:

- Product details and descriptions
- Manufacturing and processing information
- Transportation data
- Certifications and Awards
- Media files (e.g., product images, videos) provided by you for integration into your product pages

3.4 Payment Data:

- Payment processing: Payments are handled exclusively through Mollie, ensuring secure transactions. QuantecDC does not store or process credit card details. Subscriptions do not auto-renew. You must actively complete the renewal process by entering their payment details before your current subscription expires.
- Billing information: For subscription management, we may collect invoicing details, such as the payer's name, company name, billing address, and tax information.

3.5 Usage Data:

- IP address
- Browser type and version
- Time and date of your visit
- Time spent on pages
- Unique device identifiers
- Consumer ratings submitted via the Platform
- Interactions with the VisTrace Product Hub chatbot: These interactions may be logged anonymously to improve support quality and guidance. Logs do not include sensitive personal data and are not used for profiling or automated decision-making.

4. Data Processing

We process your data for the following purposes:

4.1 Service Provision and Account Management

- To provide and maintain our Service
- To enable account registration and authentication
- To allow you to participate in interactive features of our Service
- To provide customer support

4.2 Communication and Notifications

- To notify you about changes to our Service
- To communicate regarding product updates and revisions
- To notify you about important service updates or changes

4.3 Marketing and User Engagement (with explicit consent)

- To send newsletters and event notifications

4.4 Service Improvement and Security

- To improve and analyze our Service
- To monitor the usage of our Service
- To detect, prevent, and address technical issues

4.5 Consumer Feedback

Consumers may submit product ratings and optional comments through the VisTrace Product Hub. These inputs are stored and made available to the respective Producer for transparency and quality improvement purposes. Comments must not contain personal data. QuantecDC reserves the right to remove inappropriate or unlawful content and does not publicly display submitted comments. The comments are not published or made publicly visible by QuantecDC. The producer is solely responsible for any further processing of this information and must comply with applicable data protection regulations.

4.6 Compliance and Legal Obligations

- To fulfill specific purposes explicitly stated at the time you provide the data
- To comply with legal obligations or regulatory requirements

Blockchain Data Handling

Certain product-related data is secured through blockchain technology using cryptographic checksums. These checksums are anonymized digital fingerprints of data and do not contain or reveal any personal information. Due to the immutable nature of blockchain, once recorded, this verification data cannot be altered or deleted. No personal data is stored on the blockchain itself.

Legal bases for processing:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate interests
- Your consent

5. Data Sharing

We may share your data with:

5.1 Service Providers: We may employ third-party companies and individuals to facilitate our Service, provide the Service on our behalf, perform Service-related services, or assist us in

analyzing how our Service is used. These third parties have access to your personal data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

5.2 Payment Processors: We use Mollie, a third-party payment provider based in the Netherlands, to process payments. Your payment information is subject to [Mollie's Privacy Policy](#). Mollie processes personal data in accordance with the General Data Protection Regulation (GDPR). While Mollie is established within the EU, some data may be transferred outside the European Economic Area (EEA). In such cases, Mollie ensures adequate safeguards are in place, such as contractual data protection measures, to protect your personal data in compliance with applicable regulations.

5.3 Translation Services: QuantecDC uses automatic translation services to enhance accessibility for international users. These services are used solely for translating product-related information. No personal data, business details, or other sensitive user information is shared with or processed by the translation service providers.

5.4 Business Partners or Successors: In the event of a merger, acquisition, or sale of assets, your data may be transferred as part of the transaction, subject to appropriate safeguards and in accordance with applicable data protection laws.

5.5 Legal Requirements: We may disclose your personal data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend our rights or property
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of users of the Service or the public
- Protect against legal liability

5.6 Machine Translation and AI Services: To support multilingual accessibility, we use third-party services for automatic translation of product content.

- We use Google Cloud Translation API to translate short technical product descriptions such as titles, production methods, or ingredient references. No personal data is transmitted via this service.
- We also use AI-based translation via the Groq API. In certain cases, this may include user-generated (i.e., Producer-generated) or semi-structured content. A data processing agreement (DPA) is in place with Groq, and all data is handled according to applicable data protection standards, including GDPR.

Translations are used solely to display product-related information and do not replace original Producer content.

6. International Transfers

Your information, including personal data, may be transferred to — and maintained on — computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction. We implement industry-standard security measures to protect transferred data in compliance with GDPR. In cases where data is

transferred outside the European Economic Area (EEA), we ensure that adequate safeguards are in place, such as contractual clauses or certification frameworks, to protect user privacy.

If you are located outside Spain and choose to provide information to us, please note that we transfer the data, including personal data, to Spain and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

QuantecDC will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your personal data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

7. Data Subject Rights

Under the GDPR and LOPD, you have certain rights regarding your personal data:

7.1 Right to Access: You have the right to request information about the personal data we hold about you and how we process it.

7.2 Right to Rectification: You can request correction of inaccurate or incomplete personal data we hold about you.

7.3 Right to Erasure ("Right to be Forgotten"): You can request that we delete your personal data if it is no longer necessary for the purposes for which it was collected or if you withdraw your consent.

7.4 Right to Restrict Processing: You can request that we temporarily restrict the processing of your personal data in certain circumstances.

7.5 Right to Data Portability: You have the right to receive your personal data in a structured, commonly used and machine-readable format and to transfer it to another controller.

7.6 Right to Object: You have the right to object to the processing of your personal data for reasons related to your particular situation.

7.7 Rights related to Automated Decision-Making and Profiling: You have the right not to be subject to a decision based solely on automated processing, including profiling, unless legally permitted.

To exercise these rights, please email us at contact@vistrace.net with your request.

If you consider that your right to personal data protection has been infringed, you may lodge a complaint with the Spanish Data Protection Agency (www.agpd.es).

8. Data Security

We value your trust in providing us your personal data, and we strive to use commercially acceptable means of protecting it. However, no method of transmission over the Internet or method

of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

9. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes described in this Privacy Policy. Once data is no longer required for these purposes, it will be deleted, unless legal retention obligations prevent this.

We may also retain data to comply with legal obligations, resolve disputes, or enforce our contractual and legal rights.

10. Cookies and Tracking

We use cookies to track the activity on our Service and hold certain information.

10.1 What are Cookies?

Cookies are small text files stored on your device to facilitate the operation of websites. They help improve user experience and are essential for providing secure access to our Service.

10.2 Types of Cookies We Use

- **Essential Cookies:** Required for the basic functionality of our Platform (e.g., user authentication by registered Producers, security settings). These cookies cannot be disabled.
- **Third-Party Cookies:**
 - Mollie may set cookies when processing payments. We recommend reviewing [Mollie's Cookie Policy](#) for further details.
 - Vimeo, our video hosting provider, may set cookies when users interact with embedded videos (e.g., playback on the VisTrace Product Hub). These may include functional cookies for playback performance or optional tracking cookies. For more details, see [Vimeo's Cookie Policy](#).

10.3 Managing Cookies

We only use essential cookies, which are necessary for the operation of the VisTrace Product Hub. Visitors to the Platform are informed about these cookies via a notification pop-up upon their first visit. No tracking or marketing cookies are used, and no user consent is required. However, users can configure their browser settings to block or delete cookies at any time. Please note that doing so may impair the proper functioning of certain features or limit the usability of parts of the platform.

For more details, contact us at contact@vistrace.net.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated "Last Updated" date.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

12. Contact Us

If you have any questions about this Privacy Policy, please contact us at contact@vistrace.net.