

PRIVACY POLICY v1_26092026

INTRODUCTION

This Privacy Policy explains how **FILIPLJA**, obrt za usluge, vl. Darko Tomičić, doing business as Calenvio ("Calenvio," "we," "us," or "our"), collects, uses, discloses, stores, and protects personal information when you use the Calenvio website, web application, and related services (collectively, the "Services").

Calenvio is subscription-based appointment scheduling and business management software for service businesses. It enables subscription owners and authorized users to manage appointments, calendars, clients, staff members, services, business locations, working hours, roles, permissions, and related business settings. Users may also choose which clients receive a predefined email reminder twenty - four (24) hours before a scheduled appointment.

DEFINITIONS

We use the following definitions in this notice:

The term "**Calenvio**" or "**us**" or "**we**" or "**our**" refers to **FILIPLJA**, obrt za usluge, vl. Darko Tomičić, doing business as Calenvio. The term "**you**" refers to a natural person (an individual) whose personal data Calenvio collects and processes.

The term "**Client**" means a user who is using the services of Calenvio's customers.

The term "**Staff Member**" means an individual authorized by Calenvio's customer to log into their account and utilize the Services.

The term "**Services**" means Calenvio's SaaS – Software-as-a-Service and web application

The term "**Personal data**" means any information about you from which you can be identified, directly or indirectly.

The term "**Controller**" means the organization which determines the purposes and means of the data processing and is responsible for processing such data in a manner consistent with the applicable privacy law.

The term "**Processor**" means an organization that processes personal data on behalf of the controller.

The term "**Applicable privacy law**" means all laws and regulations applicable to the processing of given personal data (e.g. the General Data Protection Regulation (EU) 2016/679, the UK GDPR, or the UK Data Protection Act 2018, Zakon o provedbi Opće Uredbe o zaštiti podataka, **etc.**).

APPLICABILITY

This Privacy Policy applies during the following activities:

1. visiting `https://www.calenvio.com` or another Calenvio page that links to this Privacy Policy;
2. creating or using a Calenvio account;
3. subscribing to or paying for the Services;
4. contacting us or requesting support;
5. receiving service-related communications;
6. choosing to receive marketing communications;
7. otherwise interacting with us in connection with the Services.

If you do not agree with this Privacy Policy, please do not use the Services.

Questions or privacy requests may be submitted through <https://www.calenvio.com/en/contact> or by emailing dpo@calenvio.com.

GENERAL PROVISIONS

We collect account, contact, business, client, staff, appointment, subscription, and technical information necessary to provide and secure Calenvio.

Business customers shall enter information about their clients and staff. For that customer-provided data, the business customer generally determines why and how the information is used and the purpose of processing, while Calenvio processes the data according to Customer requests and guidelines in order to provide the Services.

Calenvio uses sub-processors for certain aspects of the Service (i.e. Stripe processes payment card information. Calenvio does not store full card numbers or CVC codes.) The list of Sub-processors is available in the [Data Processing Agreement](#).

We do not sell personal information for money. Certain advertising disclosures may be treated as sharing or targeted advertising under some U.S. state laws, in which case applicable opt-out rights will be provided.

INFORMATION WE COLLECT

1. Information you provide directly

The personal information we collect depends on how You interact with the Services. It may include:

1. name;
2. email address;
3. telephone number;

4. mailing or business address;
5. billing address;
6. account username or internal account identifier;
7. password
8. business name, business information, and business location details;
9. user roles, permissions, and account access settings;
10. staff member information, schedules, working hours, and assigned services;
11. client names, contact details, appointment history, service history, and notes;
12. appointment, calendar, and service information;
13. support requests and communications you send to us;
14. confirmation that a subscription owner is at least 18 years old and has legal capacity to enter into an agreement;
15. consent and policy acceptance records, including the version accepted and acceptance timestamp.

You are responsible for ensuring that personal information you provide is accurate and that you are authorized to provide information about other individuals.

Customer-provided client and staff data

Subscription owners and authorized users may enter information about clients, staff members, and other individuals into Calenvio. This may include names, telephone numbers, email addresses, appointments, service history, schedules, business roles, notes, and similar operational information of clients.

Free-text notes may contain health-related or other sensitive information if a business user chooses to enter it. Business users must not enter sensitive information unless they have a valid legal basis, provide required notices, and comply with applicable law. Such information is protected by secure Customer credentials. Calenvio does not check such data during regular service performance and will not and can not use such information to infer characteristics, create advertising profiles, or make automated decisions about individuals.

Account and authentication information

We process information required to create accounts, authenticate users, maintain sessions, recover accounts, and enforce assigned permissions. This may include email addresses, password hashes, login timestamps, security events, account identifiers, authentication tokens, and authentication events handled through Auth.js/NextAuth or comparable account-access tooling.

We do not store passwords in readable form. Authentication data is processed only as reasonably necessary to secure and operate the Services.

Payment and subscription information

Stripe processes online payments and subscription billing. Calenvio does not store payment card numbers or CVC codes, but Stripe IDs. For processing details, please refer to [Stripe Privacy Policy](#).

HOW WE USE PERSONAL INFORMATION

We may use personal information for the following purposes:

1. to provide, maintain, operate, and improve the Services;
2. to create and manage accounts and subscriptions;
3. to authenticate users and enforce roles and permissions;
4. to process appointments, calendars, staff schedules, client records, and business settings;
5. to send service-related communications, including support, security, billing, and operational notices;
6. to send the predefined 24-hour email reminder to selected clients when a user chooses to send it;
7. to process payments, subscriptions, refunds, and billing-related matters;
8. to respond to inquiries, troubleshoot issues, and provide support;
9. to monitor performance, detect incidents, prevent fraud, and protect the Services;
10. to comply with legal obligations and enforce agreements;
11. to send marketing communications where consent or another valid legal basis exists.

Legal basis for processing

Where GDPR, UK GDPR, Swiss, or similar laws apply, we rely on one or more legal bases, depending on the context:

1. performance of a contract or steps at your request before entering into a contract;
2. compliance with legal obligations;

3. our legitimate interests, such as security, fraud prevention, support, product administration, and service improvement, where those interests are not overridden by your rights;
4. your consent, where consent is required or chosen as the legal basis.

Where you provide information about other individuals, you are responsible for having an appropriate legal basis and providing any required notices.

CALENVIO ROLE IN CUSTOMER DATA PROCESSING

Business customers use Calenvio to manage information about their clients, staff members, appointments, and operations. For that customer-provided data, the business customer generally decides why and how the information is processed and is the controller or primary business responsible for the processing.

In the course of providing the Services, Calenvio acts as a processor or service provider for all Customer-provided data and processes the data exclusively within the given role and in accordance with the instructions of the Customer.

When and with whom we disclose personal information

We may disclose personal information as reasonably necessary to:

1. service providers and processors that help us operate the Services, such as infrastructure, authentication, analytics, payment, email, and support providers;
2. professional advisers, auditors, insurers, or legal representatives subject to confidentiality obligations;
3. courts, regulators, law enforcement, or other third parties when required by law or to protect rights, safety, property, or the Services;
4. a buyer, investor, successor, or transaction counterparty in connection with a merger, financing, acquisition, reorganization, or sale of assets, subject to appropriate safeguards;

We do not sell personal information for money. We do not disclose health-related notes, payment credentials, passwords, or similar information for advertising purposes.

Current provider categories may include Digital Ocean for core hosting and infrastructure, Stripe for payments and subscriptions, Brevo for transactional or reminder email, Sentry for error and performance monitoring where enabled, Cloudflare for DNS, backup and related network-security functions where enabled, and authentication software or providers used through Auth.js/NextAuth. We do not describe Google Cloud Platform or Firebase as confirmed active platform infrastructure in this Privacy Policy.

INTERNATIONAL DATA TRANSFERS

Calenvio's primary platform infrastructure is hosted in Germany. Certain third-party service providers may process data in other countries, depending on the services they provide and the applicable safeguards.

Calenvio and its service providers may process personal information in the European Economic Area, and other countries where the relevant providers operate.

When personal information is transferred to a country not recognized as providing an adequate level of protection, we use appropriate safeguards where required, such as European Commission Standard Contractual Clauses, the applicable UK transfer addendum or equivalent mechanism, adequacy decisions, a provider's valid participation in an approved data-transfer framework where applicable, and additional technical and contractual safeguards.

Calenvio does not claim to be certified under the EU-U.S. Data Privacy Framework unless and until Calenvio itself is formally certified and listed. A provider's certification does not make Calenvio certified.

Further information about relevant safeguards may be requested through our contact details.

DATA RETENTION

We retain personal information only for as long as reasonably necessary for the purposes described in this Privacy Policy, subject to legal, accounting, security, backup, and dispute-related requirements.

Typical retention rules include:

1. **Account and contact information:** while the account is active and for a limited period afterward where needed for security, disputes, or legal obligations.
2. **Client, staff, appointment, service, and business data:** during an active Trial or paid subscription
3. **Verified mandatory erasure requests:** requests made under applicable data-protection law are assessed separately and are not delayed where earlier action is legally required.
4. **Commercial and transaction records:** retained as required for tax, accounting, fraud prevention, disputes, enforcement of agreements, or other legal obligations.
5. **Authentication, security, analytics, and diagnostic records:** retained for limited configuration-based periods or longer where reasonably necessary to investigate incidents, prevent fraud, resolve a dispute, or establish or defend a legal claim.
6. **Marketing consent and suppression records:** for as long as needed to demonstrate consent, honor an opt-out, and comply with legal obligations.

7. **Residual backups and legally retained records:** limited copies may remain in restricted backup, security, billing, accounting, dispute, or compliance processes and are not returned to ordinary active use except where necessary for recovery or another lawful reason.

When there is no continuing lawful need, we delete or anonymize information. Where immediate deletion is not technically possible, we isolate the information from ordinary use until deletion or overwrite is possible.

SECURITY

We use reasonable and appropriate technical and organizational measures designed to protect personal information from unauthorized access, disclosure, alteration, loss, misuse, and destruction. Measures may include:

1. authentication and authorization controls;
2. role-based permissions;
3. tenant or account data isolation;
4. encryption in transit and provider-supported encryption at rest;
5. secure payment processing through Stripe;
6. logging, monitoring, and incident detection;
7. security rules for databases and storage;
8. restricted access to production systems;
9. secure management of secrets and credentials;
10. vulnerability and dependency management;
11. backup, recovery, and incident-response procedures;
12. contractual safeguards with service providers.

No method of Internet transmission or electronic storage can be guaranteed to be completely secure. You are responsible for protecting your login credentials and using the Services in a secure environment.

If we become aware of a personal data breach, we will assess it and notify competent authorities, customers, and affected individuals where and within the time required by applicable law.

Nothing in this Privacy Policy limits rights or remedies that cannot lawfully be limited.

AGE REQUIREMENTS

The Services are intended for business use. A subscription owner must be at least 18 years old and have the legal capacity to enter into a binding agreement.

A person under 18 may not create a subscription owner account or purchase a subscription. Where permitted by law, a person under 18 may use Calenvio only as an authorized user invited by a subscription owner and with authorization from a parent or legal guardian where required.

We do not knowingly market the Services to children. If you believe a child has provided personal information contrary to this section, please contact Calenvio to delete such data immediately without delay.

CUSTOMER PRIVACY RIGHTS

You shall have the right to:

1. know whether we process your personal information;
2. request access to personal information;
3. obtain a copy of personal information;
4. correct inaccurate or incomplete information;
5. request deletion;
6. restrict processing;
7. object to processing based on legitimate interests;
8. withdraw consent;
9. request data portability;
10. opt out of certain marketing, targeted advertising, sale, sharing, or profiling activities;
11. not be discriminated against for exercising privacy rights;
12. complain to a competent data-protection authority;

Requests may be submitted online through <https://www.calenvio.com/en/contact>, by email at dpo@calenvio.com, or by post using the details in the "How to contact us" section.

Where a business customer controls client or staff data, we may direct the requester to that business or assist the business in responding, as appropriate.

EEA AND UK COMPLAINTS

If GDPR or UK GDPR applies, you may complain to your local supervisory authority. Individuals in Croatia may contact the Croatian Personal Data Protection Agency.

Individuals in the United Kingdom may contact the Information Commissioner's Office.

MARKETING COMMUNICATIONS

Where you opt in, or where another applicable legal basis permits it, we may send product updates, announcements, offers, educational content, surveys, and other marketing communications.

Marketing email may be delivered through Brevo or another provider disclosed in an updated policy. Every marketing email must include an effective unsubscribe method. You may also opt out by contacting us.

Opting out of marketing does not prevent us from sending necessary service-related communications, such as account, authentication, security, subscription, payment, legal, support, and operational messages ("Non-promotional content").

CATEGORIES OF PERSONAL INFORMATION

In the course of providing services, Calenvio may process the following types of information:

DATA CATEGORY	DATA TYPE mandatory/optional	DATA SUBJECT	PURPOSE	CALENVIO ROLE
Client contact and profile data (full name, email, phone, postal address, notes)	Full name: Mandatory. Email: Optional; required for email reminders. Phone, address, notes: Optional.	Client	Client management; appointment scheduling; email reminders; daily agenda notifications	Processor
Appointment record (date/time, duration, status, service, assigned staff, reminder channel, notes)	Mandatory: date/time, duration, status. Optional: service, assigned staff, reminder channel, notes.	Client	Appointment scheduling and calendar management	Processor
Recipient email	Mandatory	Client	Appointment reminders; delivery-status tracking and retry	Processor
Recipient user name	Mandatory	Customer	Daily appointment-summary email to the Customer	Processor for client/staff content; Controller for recipient notification settings

DATA CATEGORY	DATA TYPE mandatory/optional	DATA SUBJECT	PURPOSE	CALENVIO ROLE
Recipient user, delivery status, appointment preview)	N/A — system-generated	Calenvio Customer/User	Daily appointment-summary email to the business user	Processor for client/staff content; Controller for recipient notification

				settings
Business-entity user access invite (invitee email address)	Mandatory	Prospective Calenvio Customer/User	Inviting a team member to access a business entity	Controller
Calenvio account username	Mandatory	Calenvio Customer/User	Account management; display identity	Controller
Calenvio account email address and password	Mandatory	Calenvio Customer/User	Authentication; account management; transactional/security email; subscription/billing; error-monitoring identity	Controller
Account security tokens	N/A — system-generated	Calenvio Customer/User	Email verification; password reset; email-change confirmation	Controller
Session data (session token, user email, active business-entity context)	N/A — system-generated	Calenvio Customer/User	Authentication; maintaining logged-in session state	Controller
Stripe customer and subscription identifiers	N/A — system-generated	Calenvio Customer/User (business owner)	Subscription management; billing	Controller
Subscription plan and billing status	N/A — system-generated	Calenvio Customer/User (business owner)	Subscription management	Controller
Trial usage record (hash, first-use date, trial end date)	N/A — system-generated	Calenvio Customer/User, including former users	Fraud/abuse prevention; preventing repeated free-trial use	Controller
Business entity profile (business name, timezone, currency, owner reference)	Mandatory: name, timezone, currency	Calenvio Customer/User (business owner); business name may identify a sole proprietor	Business/account management; timezone-aware appointment scheduling	Controller
Sentry error-monitoring data (user ID/email, request context, IP, stack traces, potentially request-body data)	N/A — automatically captured	Calenvio Customer/User; potentially Client/Staff member when their data is present in an errored request	Error monitoring; troubleshooting	Controller for Calenvio account data (user ID/email, IP); Processor for client/staff data in request content

Database backups (full database copy)	N/A — system- generated	Client; Staff member; Calenvio Customer/Us er	Disaster recovery; business continuity	Processor for client/staff data; Controller for Calenvio account/business data
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BUSINESS AND COMMERCIAL PURPOSES

We use these categories for the purposes described in this Privacy Policy, including providing the Services, account management, authentication, billing, support, security, analytics, service improvement, legal compliance, and, only where enabled and legally permitted, marketing and advertising.

DO NOT TRACK AND GLOBAL PRIVACY CONTROL

Some browsers offer a Do Not Track (“DNT”) signal. Because there is no universally accepted standard requiring a specific response in all jurisdictions, we do not currently respond to DNT signals unless required by applicable law.

ACCOUNT REVIEW, CANCELLATION AND DELETION

Subscription owners can review account details and manage subscription settings through the Calenvio account. Where in-product deletion controls are made available, they may be used by the subscription owner. Other users can update information available to them according to assigned permissions.

Account deletion may occur after ordinary Trial expiry or paid access expiry and in the event of an express deletion request. For details, please see 21. (Export, Subscription Expiry and Account deletion) in our Terms available on the website: <https://www.calenvio.com/legal/terms-and-conditions.pdf>

Limited information may remain in restricted backup, billing, accounting, security, dispute, legal-hold, or compliance processes where required or permitted by law.

To request access, correction, or deletion outside the in-app controls, visit <https://www.calenvio.com/en/contact>.

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy to reflect legal, operational, security, provider, or product changes. The current version will display an updated date at the top.

If a change is material, we may provide additional notice through the website, application, email, or another appropriate channel. We encourage you to review this Privacy Policy periodically.

CONTACT US

Questions, complaints, and privacy requests may be sent to:

Calenvio

Legal entity: FILIPLJA, obrt za usluge, vl. Darko Tomičić

Address: Filipana 7A, Filipana, Marčana, Istra 52206, Croatia

Email: support@calenvio.com and dpo@calenvio.com

Online form: <https://www.calenvio.com/en/contact>

