

## **Terms and Conditions**

**Effective Date:** 01 July 2025

**Last Updated:** 30 June 2025

### **1. Introduction**

Welcome to Pigeon Post. Our Terms and Conditions govern your use of our services and explain how we collect, use, store, and protect your personal data in accordance with the General Data Protection Regulation (GDPR - [Regulation - 2016/679 - EN - gdpr - EUR-Lex](#)). By using our services, you agree to these Terms and our Privacy Policy. The materials contained on this website are protected by applicable copyright and trademark law.

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### **2. Data We Collect**

#### **2.1 Data Collection When Visiting Our Website**

When you use our website for informational purposes only (i.e., if you do not register or otherwise provide us with information), we only collect data that your browser transmits to our server (so-called "server log files"). When you visit our website, we collect the following data that is technically necessary for us to display the website:

- Our visited website
- Date and time of access
- Amount of data sent in bytes
- Source/reference from which you accessed the page
- Browser used
- Operating system used
- IP address used (if applicable: in anonymized form)

#### **2.2 Data Collection When Using our Services**

Data processing is carried out in accordance with Article 6(1)(f) GDPR based on our legitimate interest in improving the stability and functionality of our website. This data will not be passed on or used in any other way. However, we reserve the right to check the server log files retrospectively if there are concrete indications of unlawful use. As part of the service, we collect, store and process data according to your specifications. This include the following categories of personal data:

- **Email addresses**

- **Photographs**
- **Videos**
- **Audio recordings**
- **Information provided by you about individuals you know** (e.g., emails, names, images, voices, text messages you leave)

### **2.3 Cookies**

We use cookies on various pages to make visiting our website attractive and to enable the use of certain functions. Cookies are small text files that are stored on your device. Some of the cookies we use are deleted after the end of the browser session (so-called session cookies). Other cookies remain on your device and allow us or our partners to recognize your browser the next time you visit (persistent cookies).

Details regarding the use of cookies, their duration, and their settings can be managed through your browser settings. Instructions for the most popular browsers can be found here [Internet Explorer](#), [Firefox](#), [Chrome](#), [Safari](#), [Opera](#).

### **2.4 When Contacting Us**

When you contact us (e.g., via email), personal data is collected. This data is used solely for the purpose of responding to your inquiry or for technical administration. The legal basis for this processing is our legitimate interest in addressing your inquiry in accordance with Article 6(1)(f) GDPR. If your inquiry aims to conclude a contract, the additional legal basis is Article 6(1)(b) GDPR.

- Your data will be deleted once your inquiry has been conclusively resolved, provided there are no statutory retention obligations.

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## **3. Purpose of Data Collection**

We collect and process personal data for the following purposes:

- To provide and improve our services
- To communicate with registered users, their administrators and their named recipients
- To personalize user experience
- To comply with legal obligations

### **3.1 Information on the Collection of Personal Data and Contact Details of the Controller and Processor**

**3.1** We are pleased that you are visiting our website and thank you for your interest. Above we informed you about the handling of your personal data when using our website and services. Personal data includes all data with which you and those you specify can be personally identified.

**3.1.1** The controller for data processing on this website within the meaning of the General Data Protection Regulation (GDPR) is you, a registered user. This means you are uploading data with clear instructions on how to communicate to specified individuals at specified times. You are responsible for the accuracy and completeness of all data underpinning execution of services by Pigeon Post in capacity of data processor.

**3.1.2** The processor for data processing on this website within the meaning of the General Data Protection Regulation (GDPR) is Pigeon Post. This means that Pigeon Post only executes your instructions in communicating to specified individuals according to your instructions, adhering to GDPR regulation for storage and processing of data.

### **3.2 Accuracy of data**

Pigeon Post executes delivery according to data provided by registered users. It is the responsibility of the user (“controller”) and their administrators to ensure data of recipients remain current. Pigeon Post accepts no liability for services that cannot be rendered due to inaccuracy of data input by users.

## **4. Lawful Basis for Processing**

We rely on the following lawful bases under GDPR:

- **Consent:** You have given clear consent for us to process your personal data for specific purposes.
- **Legitimate Interests:** Processing is necessary for our legitimate interests, provided these do not override your rights and freedoms.

You may withdraw your consent at any time by contacting us at [[Insert Contact Email](#)]. Note: such withdrawal will terminate all future services and result in a deletion of your data.

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## **5. Data Hosting and Storage**

All personal data is securely stored on **Amazon Web Services (AWS)** servers located **exclusively within the European Union**. AWS complies with GDPR and provides robust security measures to protect your data.

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## 6. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected. Retention periods are reviewed periodically, and data is securely deleted or anonymized when no longer needed.

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## 7. Data Sharing

We do not sell or rent your personal data. We may share data with:

- Authorized service providers acting on our behalf
- Legal authorities if required by law

All third-party processors are contractually bound to comply with GDPR.

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## 8. Your Rights Under GDPR

You have the following rights:

- **Access:** Request a copy of your personal data.
- **Rectification:** Correct inaccurate or incomplete data.
- **Erase:** Request deletion of your data (“right to be forgotten”).
- **Restriction:** Limit processing of your data.
- **Data Portability:** Receive your data in a structured format.
- **Objection:** Object to processing based on legitimate interests.

To exercise these rights, contact us at [Insert Contact Email]. Note: Exercising your rights in some instances may result in inability to render our services and hence a termination and deletion of your data.

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## 9. Data Security

We implement appropriate technical and organizational measures to ensure the security of your personal data, including encryption, access controls, and regular audits.

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## 10. Changes to These Terms

We may update these Terms from time to time. Changes will be posted on our website and, where appropriate, notified to you via email.

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## **11. Payment and token information**

You can purchase tokens for a once-off fee. Tokens purchased are non-refundable.

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## **12. Contact Us**

If you have any questions or concerns about these Terms or your personal data, please contact:

### **Data Protection Officer**

Friedie Eysbouts

PP email

Arnhem, The Netherlands

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