

# DueFlux Privacy Policy

Official policy document for DueFlux website and application services.

Version: 2026-02 Effective date: 2026-02-06 Last updated: 2026-02-20

Website: <https://dueflux.com>

Support: [support@dueflux.com](mailto:support@dueflux.com)

## 1. Scope and role

This Privacy Policy describes how DueFlux collects, uses, stores and protects information when you use the DueFlux website, applications and related services.

DueFlux acts as controller for account, billing and support data required to operate the service.

## 2. Data categories we process

We process only data needed for product operation, legal compliance and service security.

- Account identity data: name, email, account identifiers, language preference.
- Billing and subscription metadata: plan type, invoice references, payment status and tax context.
- Usage and diagnostics: device metadata, session logs, feature interactions and crash diagnostics.
- Security data: login attempts, challenge results, fraud signals and incident review records.

## 3. Why and on which legal basis

We process personal data on contract necessity, legitimate interest, legal obligations or consent, depending on the operation and jurisdiction.

- Service delivery and account administration.
- Billing, anti-fraud controls and legal retention duties.
- Reliability improvements and abuse prevention.
- Optional communication preferences where consent is required.

## 4. Retention and deletion

Data retention follows data minimization and legal obligations. When a retention window expires, records are deleted or anonymized.

Users can request export, correction or deletion through account controls or support channels.

## 5. Security and transfers

DueFlux applies layered security controls including encryption in transit, access restrictions, monitoring and incident-response workflows.

If data is transferred across regions, we apply contractual and technical safeguards required by applicable law.

## 6. Your rights

Depending on your jurisdiction, you may have rights of access, correction, portability, restriction, objection and deletion.

You can submit verified requests via [support@dueflux.com](mailto:support@dueflux.com). We may request identity confirmation to protect your account and data.

## 7. Children and age restrictions

DueFlux is not directed to children under the minimum digital-consent age applicable in your region. If we discover ineligible data collection, we remove the data promptly.

## 8. Policy updates and contact

We may update this policy to reflect legal, product or operational changes. Material updates are announced

through the website or account channels.

Questions, legal requests or incident follow-up can be sent to [support@dueflux.com](mailto:support@dueflux.com).

*Official notice: If a translated summary differs from this document, the current policy published at [dueflux.com](https://dueflux.com) prevails.*