

Privacy Policy

Website: flying-fleet.com

Provider: Redcrest Solutions GmbH, Sinslerstrasse 67, 6330 Cham, Switzerland

Version: 1.0 / January 2026

1. Introduction

The protection of your privacy is a top priority for us. This Privacy Policy informs you about how we collect and process personal data when you visit our website flying-fleet.com, purchase our software, or use our services.

2. Data Controller and Contact

The entity responsible for the data processing described herein is:

Redcrest Solutions GmbH, Sinslerstrasse 67, 6330 Cham, Switzerland,
info@redcrestsolutions.ch

3. Collection and Processing of Personal Data

We primarily process personal data that you provide to us when purchasing or using the software:

- **Order and Account Data:** Name, email address, billing address, and the chosen domain for your instance.
- **Payment Data:** We do not store credit card information on our servers. Payment processing is handled by our certified payment provider Mollie B.V., Keizersgracht 126, 1015 CW Amsterdam, The Netherlands. Please refer to their privacy policy for details.
- **Usage and Technical Data:** When using the software, technical data (e.g., IP address, date/time of access, browser type, operating system) is stored in server log files to ensure system stability and security.

4. Purpose of Data Processing

We process your data for the following purposes:

- **Contract Fulfillment:** To provide the software instance, process payments, and provide customer support.
- **System Security:** To ensure the stability and security of our servers and to prevent fraudulent activity.
- **Communication:** To send you essential information regarding your instance (e.g., setup details, renewal notices).

5. Legal Basis (GDPR Compliance)

For customers located in the EU/EEA, the processing of data is based on:

- Art. 6 (1) (b) GDPR: Performance of a contract (providing the software).
- Art. 6 (1) (f) GDPR: Legitimate interests (ensuring IT security and operational stability).
- Art. 6 (1) (c) GDPR: Compliance with legal obligations (e.g., tax and accounting laws).

6. Disclosure to Third Parties

Your data is only shared with third parties if necessary for contract fulfillment or if required by law:

- Hosting Providers: To provide and maintain the cloud infrastructure.
- Payment Processors: To facilitate the subscription and billing process.
- Authorities: If we are legally obligated to disclose information.

7. International Data Transfers

Our servers are located in Switzerland and/or EU countries. Switzerland is recognized by the European Commission as providing an adequate level of data protection. If we use service providers in countries without adequate protection (e.g., USA), we ensure data safety through Standard Contractual Clauses (SCCs).

8. Data Retention

We store your data only as long as necessary to fulfill our contractual or legal obligations.

9. Your Rights

Under the laws applicable to you, you have the following rights:

- Right to Access: To know what data we hold about you.
- Right to Rectification: To correct inaccurate personal data.
- Right to Erasure: To request the deletion of your data (subject to legal retention periods).
- Right to Restriction/Objection: To object to certain types of processing.
- Right to Data Portability: To receive your data in a structured, machine-readable format.

To exercise these rights, please contact us at the email address provided above.

10. Data Security

We employ appropriate technical and organizational security measures (such as SSL encryption, access controls, and regular backups) to protect your data against unauthorized access, loss, or misuse.

11. Amendments

We reserve the right to update this Privacy Policy at any time. The version published on our website is the current version.

These Privacy Policy is accepted by the Customer by ticking the corresponding checkbox during the online checkout process.