

# Privacy Policy – [www.vedio.dk](https://www.vedio.dk)

**Effective Date: May 23, 2025**

At Vedio.dk (“we”, “our”, or “us”), your privacy is a top priority. This Privacy Policy explains how we collect, use, store, and share your personal data when you interact with our platform, products, and services.

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## 1. Who We Are

Vedio.dk is a digital platform that provides creative editing services for videos, images, and audio. We are located in **Stagehøjvej 19a** and operate under Danish and EU data protection laws.

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## 2. Information We Collect

We collect the following types of personal and usage data:

### a) Information you provide directly:

- Name, email address, and contact details
- Billing and payment information (via secure third-party processor)
- Uploaded media content (video, image, audio files)
- Messages, comments, feedback, and support requests

### b) Information we collect automatically:

- IP address, browser type, device data
  - Usage patterns and session data on Vedio.dk
  - Cookies and similar tracking technologies (see Section 7)
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## 3. How We Use Your Information

We use your personal data for the following purposes:

- To create and manage your user account
- To deliver and edit projects you request
- To communicate with you about your account, projects, or support
- To analyze platform performance and user experience
- To enforce our Terms and Conditions
- **To send marketing, promotional, and sales communications (you may opt out at any time)**

- To showcase selected finished content for **inspiration, community features, or Vedio.dk marketing** (opt-out available)
  - To comply with legal obligations
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## 4. Lawful Basis for Processing (GDPR)

Under the General Data Protection Regulation (GDPR), we rely on the following legal grounds to process your data:

- **Consent** – for marketing communications and showcasing content
  - **Contractual necessity** – to fulfill editing services you've requested
  - **Legitimate interest** – to improve platform functionality and user experience
  - **Legal obligation** – for tax, financial, or regulatory compliance
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## 5. Sharing Your Information

We do **not** sell your data. We may share your personal data only with:

- **Our in-house editing team**, for project delivery purposes only
- **Trusted third-party processors**, such as:
  - Cloud storage providers (e.g., AWS, Google Cloud)
  - Email marketing tools (e.g., Mailchimp, Brevo)
  - Analytics tools (e.g., Google Analytics, Hotjar)
  - Payment processors (e.g., Stripe, PayPal)
- **Authorities or legal entities** when required by law

All third-party service providers are under strict GDPR-compliant data processing agreements.

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## 6. Data Retention

We retain your personal data and project files only as long as necessary for:

- Service delivery
- Legal and financial compliance
- Future reference (e.g., revisions, version history)
- Platform improvement and training

You may request permanent deletion of your account and content at any time.

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## 7. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Improve user experience
- Remember login sessions
- Analyze usage and performance
- Deliver personalized marketing

You can manage cookie preferences through your browser or our cookie banner when visiting Vedio.dk.

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## 8. Marketing and Communications

By using Vedio.dk, you agree to receive occasional:

- Service updates
- Newsletters or blog content
- Promotions or upgrade offers

You may unsubscribe at any time via the email link or by contacting us.

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## 9. Your Rights Under GDPR

As an EU resident, you have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion (“right to be forgotten”)
- Object to certain processing (e.g., marketing)
- Request a copy of your data (data portability)
- Lodge a complaint with a supervisory authority

To exercise any of these rights, contact us using the information below.

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## 10. Data Security

We implement industry-standard security measures to protect your personal data, including:

- Encrypted transmission (HTTPS/SSL)
- Secure cloud storage
- Internal access controls
- Regular data audits and compliance checks

However, no system is 100% secure. You use the platform at your own risk.

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## **11. International Data Transfers**

Your data may be transferred to or stored in countries outside the EU/EEA. In such cases, we use safeguards such as:

- Standard Contractual Clauses (SCCs)
  - GDPR-compliant hosting partners
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## **12. Children's Privacy**

Vedio.dk is not intended for users under the age of 16. We do not knowingly collect data from minors. If we discover such use, we will delete the data promptly.

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## **13. Changes to This Policy**

We may update this Privacy Policy periodically. Material changes will be announced via email or on the platform. Continued use after changes means you accept the new version.

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## **14. Contact Us**

If you have questions, want to exercise your rights, or request data deletion, please contact:

### **Vedio.dk – Data Protection**

Email: [Info@vedio.dk](mailto:Info@vedio.dk)

Address: Stagehøjvej 19a, 8600 Silkeborg

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