

Terms and Conditions and Privacy Policy

Last updated: 26 April 2021

Please read these Terms of Use before using help.pterodactyl-installer.se or other websites provided by Hejduk AB (hereinafter referred to as "us" or "we") and our services. This agreement applies between the customer and Hejduk AB. The agreement may apply to other services and products offered by Hejduk AB. Hejduk AB is a registered limited company in Sweden.

Hejduk AB

Organization number: 559374-6802

VAT registration number: SE559374680201

Approved for F-tax.

Registered address:

Gustavslundsvägen 38

14463 Rönninge

Sweden

hello@hejduk.se

By using our services and/or using any of our websites/web applications, you agree to these terms of use and the associated privacy policy.

Computer consulting business

Hejduk AB performs computer consulting operations. The computer consulting business means that we perform specified assignments in computer programming or system administration. The scope and goals of the assignment are determined in collaboration with the customer in advance. Hejduk AB has the right to refuse parts or the entire assignment. Hejduk AB does not guarantee that all parts of the assignment will be completed. Only completed parts of the assignment are invoiced. The preliminary amount is announced to the customer before the assignment begins (quote), but we reserve the right to change the price.

Delivery

The estimated delivery period is notified to the customer at the beginning of the assignment. Hejduk AB does not guarantee the delivery date and cannot be held responsible for any delays.

Payments and invoicing

Invoicing usually takes place after completed work, provided that a quote has been approved in advance by the customer. By accepting the offer, the customer also accepts these terms of use and the associated privacy policy.

Payment terms for ordinary data consulting operations are usually 30 days from the invoice date.

Invoices are sent by email to the customer. At present, we only offer direct bank transfers and online card payments as payment methods. Card payments are processed via Stripe (no complete credit card information is handled or stored by Hejduk AB).

The customer is not entitled to refunds other than refunds Hejduk AB is required to offer according to Swedish legislation.

For questions regarding payments and invoicing, contact hello@hejduk.se.

Privacy Policy

This privacy policy describes how Hejduk AB collects, uses, and protects your personal data in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR"). By personal data, we mean data that can in some way be identified or linked to a private person.

Collection of personal data

In order to provide the services we offer, we must collect certain personal information about our customers. Our goal is to collect only the personal information that is necessary to provide our services. We strive for the personal data collected to be correct and will correct any deficiencies (incorrect, incomplete, misleading information).

Personal information that we store can be, for example, name, address, email address, and telephone number.

How your personal information is used

The personal information we collect is used to provide the services we offer and to send information to our customers about things that may affect the service (planned updates, system maintenance, any price changes, and the like). We save this personal information to be able to send invoices and for our accounting.

We do not use personal data for marketing purposes.

Personal data is stored in protected computer systems that use passwords (and encryption when available) for access.

How long do we keep your personal information?

As long as you have active services or an active account with us, we retain your personal information. As a customer, you have the right to request that we delete your personal data at any time, but it can take up to three months before the personal data disappear completely from our backups.

We have accounting requirements which means that we need to keep some of your personal data in accordance with the Accounting Act, after which these will be deleted (then the same applies for three months before the personal data disappears completely from our backups).

With whom we share your information

The security of your personal data is our highest priority and therefore we never release personal data to any third party beyond what is listed below and if the law does not require us to share it.

Payment services

When a user makes a payment at Hejduk AB, that payment goes via a payment service (also referred to as a "payment method"). In order for the payment service to be able to complete payment, this may mean that these payment services handle your personal data. Hejduk AB only uses payment services that collect, use and protect your personal data in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR").

Personal data that may be handled by the payment service:

First name and last name

Address

Phone number

Email address

We use the following payment services:

Stripe (card payments)

Bank transfer

To find out more about how these payment services process your personal data, you can read more about their terms on their respective websites.

Accounting

We use Bokio for accounting. The following personal data is stored at Bokio:

First name and last name

Address

Phone number

Email address

Billing

Personal information such as name, address, telephone number, and email address may be stored with Google for billing purposes.

Cookies

Hejduk AB does not use cookies for marketing purposes. Only one cookie is stored temporarily to protect against CSRF. No personal data is linked to this cookie, stored only for SPAM prevention purposes.

Extracts of stored personal data

As a customer, you can contact us and request an extract from the personal information we have stored about you. Hejduk AB will then notify as soon as possible

General terms and validity

These terms apply until further notice. Hejduk AB reserves the right to change the applicable terms. The customer is obliged to keep himself informed of changes in terms. Major changes are usually but are not guaranteed, informed in advance.

For questions regarding the contents of these terms, please send us an email at hello@hejduk.se.