VAYNEXO · ENGLISH

Privacy Policy

Last updated: 23 November 2026

1. Who processes your data?

For the management of Vaynexo, the data controller is Ludovic Peene, a self-employed sole trader, Rue de Gravière 15/003, 5000 Namur, Belgium, BCE 0817.437.905. Contact: hello@vaynexo.com; +32 475 34 65 75.

This policy concerns visitors, account holders, purchasers, players and people who use Vaynexo's forms or services. Processing is subject to the GDPR and, where its scope is met, Thailand's Personal Data Protection Act (PDPA), particularly when offering goods or services to people located in Thailand. The language selected on the website does not determine these rights.

When a business uses Vaynexo to manage its own clients, it determines the purposes of that processing and remains the controller. Vaynexo acts on its behalf for the hosting, transmission and management operations included in the service. The business must provide its own privacy information. Vaynexo retains its own responsibilities for managing its platform, security, contracts and legal obligations.

2. Accounts, orders and support

We process the information needed to create and use an account: username, email address, first and last name where supplied, login information, settings and profile and item references.

For an order, we process contact details, delivery and billing addresses, necessary business information, selected products, customisation files, approvals, the amount, payment references and statuses, and follow-up correspondence.

This processing is used to prepare and perform the contract, provide the services and respond to pre-contractual enquiries. Invoicing, accounting and handling statutory requests are based on applicable legal obligations. Fraud prevention, security and retention of evidence necessary to defend rights are based on our legitimate interests, to a proportionate extent.

Fields marked as required are necessary to handle the relevant request. Without that information, we may be unable to create the account, deliver the item or provide the service. Optional fields may be left blank.

Signing in with Google is optional. It uses the identification information authorised during that process, including the email address. Signing in by email remains a separate option.

3. Public profiles and documents

The holder chooses what to publish: description, image, contact details, links, documents offered, services, and contact or payment methods. Contact details included in a vCard can be downloaded and saved by the visitor.

A published profile is accessible to anyone with its link. A QR code or NFC chip is not a confidentiality control. Recipients may forward the link, copy information or retain a file. Editing or deleting the profile does not automatically delete copies held by third parties.

Publication requested by the holder forms part of providing the service. When a holder publishes another person's data, they must have an appropriate legal basis and inform that person of the publication. For content

published on a business's instructions, our processing operations are governed by the Data Processing Agreement.

A public cryptoasset address, its network and any memo or tag become visible when published. They may be linked to data available on the relevant blockchain. Vaynexo does not hold private keys or carry out transfers. Removing an address from the profile does not erase transactions already recorded on a blockchain.

4. Appointments and forms intended for a holder

A booking may include the name, email address, telephone number requested in the form, service, date, time, time zone, location, booking status and payment references. This data is used to handle the request, confirm the appointment and manage notifications or changes.

The business receives the information necessary to provide the service. The legal basis is generally taking steps towards or performing the contract requested by its client; the business is responsible for specifying any additional processing it carries out.

If the business enables Google Calendar, information needed for the appointment, including the participant's identity and email address, the service, location and times, may be sent to the selected calendar. The business determines who has access to that calendar.

Some holders may offer voluntary contact sharing or a form before a call. The requested information may include name, email, telephone number, business, answers and progress through the form. It is sent to the specified holder for the stated purpose. Consent to sharing and being contacted, where requested, is not a newsletter subscription.

Problem reports or comments sent to an establishment are intended for the manager identified in the form; they do not automatically become a public review. Demonstrations expressly identified as fictitious do not make these transmissions.

Do not enter passwords, private keys or health information in these ordinary forms.

5. Payments

Purchases of Vaynexo items and services are processed by Stripe. Vaynexo uses the information necessary to track the transaction, such as the amount, currency, references, status and billing details. Payment card data is entered in Stripe's payment components or pages; it must not be supplied in our contact forms.

For a service sold by a business, an external link opens the service chosen by that business. Integrated Stripe Connect payment is associated with its Stripe account. The business remains responsible for its commercial relationship with its client.

Stripe's roles vary according to the operation: it processes payments on behalf of its users but also has its own responsibilities, including for security, fraud prevention and regulatory obligations. Its policy is available at https://stripe.com/fr-be/privacy.

6. Arcade

You can play without creating an account. The game uses local operational and preference information. On a profile with a leaderboard, starting a game also uses a technical identifier and a game token to check scores and limit abuse, even if no score is subsequently published.

Publishing a score is optional. When you choose to publish after being informed, your nickname, score, ranking and associated date may be accessible in the leaderboard for the relevant business or profile. The leaderboard may be shared across several items belonging to that profile. Publication is based on your consent; you may request its withdrawal at hello@vaynexo.com.

A random identifier distinguishes the browser within the context of the profile. The server uses a hash of that identifier. Technical data derived from the IP address may be used in hashed form to limit abusive submissions. A hash or nickname is not necessarily anonymous data. Abuse prevention is based on our legitimate interest in keeping the game usable and its leaderboard consistent.

Use a nickname that does not reveal your identity or another person's identity. The holder may hide a score; hiding it does not erase the data retained by Vaynexo. To request erasure, provide the profile link, game, nickname and information needed to find the score, without supplying excessive information.

7. Marketing messages and the SOS project

Vaynexo plans to offer marketing messages. No newsletter has yet been sent as of the date of this update. Offers and promotions will only be sent if you choose to receive them. This choice is optional, separate from account creation and can be withdrawn through the unsubscribe link in the message or at hello@vaynexo.com. Withdrawal does not stop messages necessary for the account, an order or management of the service.

If you ask to be notified when Vaynexo SOS launches, your address is used to send that information. This request is not consent to receive other campaigns.

As of the date of this policy, the public SOS presentation uses fictitious people and actions. It does not offer commercial collection of health records or actual alerts to relatives or other contacts. Opening those features will be preceded by specific information and the consents or other legal requirements necessary before any real processing.

8. Recipients and transfers

Data is accessible to Ludovic Peene and authorised persons to the extent necessary for their duties. It may be processed by hosting and email delivery providers, payment providers, suppliers of enabled features and, where required by law, competent authorities or advisers handling a dispute.

Hostinger hosts the website and provides the email services used for transactional messages and the hello@vaynexo.com mailbox. The website server is located in the Netherlands; backups of that hosting service are stored in Lithuania. According to Hostinger Mail's documentation, mailbox data and its backups are hosted in France or Germany, with locations assigned by Hostinger that may change between those two countries. The email servers are separate from the website servers. The provider's information is available at https://www.hostinger.com/legal/dpa and https://www.hostinger.com/support/hostinger-mail-data-location-backups-and-subprocessors/.

WordPress and its plugins, including Paid Member Subscriptions, Fluent Forms and FluentSMTP, provide the website's functions and forward messages to Hostinger's email service. Installing them does not mean that their developers systematically receive form data. A Hostinger Reach component is also loaded on the website; loading it may communicate technical request information to Hostinger. The fact that no newsletter has been sent therefore does not mean that there is no technical communication with this service. Loading this component does not, on its own, subscribe you to marketing offers.

Google is involved in the Google features selected and in fonts currently loaded from its servers. Loading external resources may communicate technical information to their provider, including the IP address and request information.

Primary hosting within the European Union does not rule out international access or transfers involving providers and enabled external features. Hostinger publishes the terms governing its processing in its data processing agreement, including the European Commission's standard contractual clauses for the transfers concerned. Stripe describes its terms in its legal documentation and privacy policy. Where a transfer is subject to the GDPR, it must rely on an applicable adequacy decision or appropriate safeguards, such as those clauses with the necessary supplementary measures. You can obtain information about transfers concerning your data and a copy of the applicable safeguards by writing to hello@vaynexo.com.

Where processing is also subject to the Thai PDPA, the requirements of sections 28 and 29 and their implementing rules apply in addition to the other applicable obligations. European clauses do not, on their own, establish that all transfers comply with the PDPA.

9. Retention

The following rules distinguish the duration of the service, evidential needs and technical retention periods. A retention deadline does not mean that automatic deletion exists for every category: the necessary operations may be carried out through assistance.

Accounts and profiles. Necessary information is retained while the account and profile are maintained at your request. The end of Premium does not automatically delete the account or Basic profile. When the account is closed, Vaynexo deletes or anonymises data no longer needed for the service. Information that must still be retained by law or is needed for an identified claim is kept separate from routine use and retained solely for that purpose.

Appointments and requests entrusted to a business. The business determines the period justified by its service and obligations and gives the corresponding deletion instructions. Operational retention covers preparation of the appointment, its performance or cancellation, and the handling of notifications, refunds and claims relating to that service. Cancellation changes the appointment's status; it does not automatically erase its data. Information no longer needed is deleted or anonymised on the business's instructions, including through assistance. At the end of the processing service, return and deletion follow the Data Processing Agreement.

Requests addressed to Vaynexo and correspondence. Exchanges not associated with a contract are retained while the enquiry, proposal or complaint and the specific follow-up communicated to the person are handled. When the request is closed and no further follow-up is needed, data that does not serve a legal obligation or provide evidence of a dispute is deleted or anonymised. A contact request does not authorise indefinite retention for possible future marketing.

Accounting, contracts and consents. Accounting and tax records follow the statutory period applicable to each record, starting from the relevant financial year or transaction; proceedings or a legal obligation may require an extension. Contractual evidence is limited to what is necessary during the period in which rights arising from the contract may be exercised, and then for any dispute. Evidence of consent is retained during the processing it justifies; after withdrawal, only information needed to prove that choice, respect an objection or address a claim may remain, with restricted access. These archives are not used to resume a discontinued marketing activity.

Contact sharing and pre-call processes. Deletion is scheduled after 180 days for completed records and after 24 hours for the relevant incomplete records. Deletion is carried out during website cleanup operations. Earlier deletion may be requested. This rule does not cover copies already transferred by the business into its own tools, which are subject to its policy.

Arcade. Game tokens are valid for two hours; temporary abuse-limiting counters expire after 120 seconds. These expirations do not erase a published score. Scores are retained for the leaderboard you chose to join while that publication is maintained and remains useful to the operation of that leaderboard. You may withdraw your consent or request erasure at hello@vaynexo.com. Scores no longer needed for that purpose must be deleted or anonymised; this may require assistance. Hiding a score does not erase it from the database. Arcade data in local storage has no automatic expiry: it remains in the browser until it is deleted or the website's data is cleared. Clearing this storage does not delete a score already sent to the server.

Logs and backups. FluentSMTP email delivery logs are configured for retention of fourteen days. Hostinger hosting uses weekly backups, for which the stated retention period under this plan is six weeks. Deleting data from the website therefore does not immediately remove it from earlier backups: it disappears as those backups rotate. These copies are intended for restoration, not for continuing a discontinued use. If restoration reintroduces data whose erasure was requested, the relevant deletions must be reapplied. The hosting backup period does not describe the period for the email service's own backups.

10. Cookies and browser storage

A cookie or local storage allows the website to remember information in your browser. Operations strictly necessary for a service you expressly request are distinct from optional operations, which require your prior consent.

The functions concerned include signing in, language choices, consent choices and payment features used. Persistent preferences and any analytics or advertising trackers are assessed separately; their presence does not automatically make them necessary.

Arcade uses the following local entries:

Entry	Purpose	Technical duration observed
vaynexo:arcade:sound:v1	Sound preference	No automatic expiry
vaynexo:arcade:snake:snake-1:...	Personal high score in the browser	No automatic expiry
vaynexo:arcade:blocks:blocks-1:...	Personal Blocks high score in the browser	No automatic expiry
vaynexo:arcade:player:v1:...	Browser identifier for the profile	No automatic expiry
vaynexo:arcade:nickname:v1:...	Remembered nickname	No automatic expiry

This table describes Arcade's own local storage; it is not an inventory of every cookie and external resource used by the website. Other relevant functions include signing in, language preferences, remembering consent and the payment processes actually used. The external components mentioned in this policy may also receive technical information when they load.

You can clear the website's data in your browser settings; this may sign you out or remove preferences and local high scores. Optional operations require prior consent and a way of withdrawing it that is as easy as giving it. A request to hello@vaynexo.com allows you to obtain information or request erasure of data held by Vaynexo; it does not directly erase storage in your browser.

11. Rights and complaints

Subject to the GDPR's conditions, you have rights of access, rectification, erasure, restriction and portability. You may withdraw consent without affecting the lawfulness of earlier processing. You may object to processing based on legitimate interests for reasons relating to your situation and, at any time, to direct marketing.

Send your request to hello@vaynexo.com. Proportionate verification may be requested where there are reasonable doubts about identity. For a request subject to the GDPR, a response is normally provided within one month; an additional two-month extension may be necessary for a complex request or numerous requests, with reasons given within the first month.

For data processed on behalf of a business, you may contact that business directly. If you contact Vaynexo, we forward the request where necessary and assist the business in accordance with our obligations.

You may lodge a complaint with the Belgian Data Protection Authority: https://www.autoriteprotectiondonnees.be/, or with the competent authority in your place of habitual residence, place of work or the place of the alleged infringement in the European Union.

Where the Thai PDPA applies, you have, subject to its conditions, rights of access and copy, information about the source of data obtained without your consent, rectification, portability, objection, erasure and restriction, as well as withdrawal of consent. An admissible access or copy request is handled without delay and no later than thirty days after receipt, subject to applicable Thai rules; the GDPR extension is not automatically applied to it. You may complain to the Thai data protection authority, the Personal Data Protection Committee, through https://www.pdpc.or.th/.

Consent by minors is handled according to the rules of the relevant country and processing activity. The Belgian threshold of thirteen for certain online consents is not universal. In Thailand, the PDPA requires involvement of the holder of parental responsibility for children aged ten or younger and, for those older than ten, where the minor cannot perform the relevant act independently. No threshold mentioned here is general permission to enter into a contract independently.

12. Updates

This policy may be updated to reflect processing and applicable rules. Significant changes are brought to your attention. An update does not constitute consent to processing that requires it.