

Privacy Policy

Effective Date: 21.10.2025

Company: Flexi Software Ltd

Website: <https://www.flexiforms.app/>

Email: info@flexiforms.app

1. Introduction

Flexi Software Ltd (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, disclose, and protect your data when you use our products and services — including our electronic form design, delivery, and workflow solutions (the “Services”).

By using our website or Services, you agree to this Privacy Policy.

2. Information We Collect

a. Information You Provide

We collect information that you provide directly to us, such as:

- Your name, email address, phone number, and company name when you create an account or contact us.
- Payment and billing information (handled securely via third-party payment providers such as Stripe).
- Content submitted through our platform, such as electronic forms, templates, or workflow data.

b. Automatically Collected Information

When you access our website or Services, we may automatically collect:

- IP address, browser type, operating system, and device identifiers.
- Activity and usage logs (pages viewed, forms submitted, timestamps, and error logs).
- Cookies and similar tracking technologies to enhance site performance and functionality.

c. Information from Third Parties

We may receive information from:

- Integrated third-party platforms (e.g., Microsoft, Google, Stripe).
- Public sources or business partners that help us maintain accurate records.

3. How We Use Your Information

We use collected information to:

- Provide and operate our Services.
- Manage user accounts and billing.
- Improve our platform's functionality and user experience.
- Communicate with you (support, updates, technical notices).
- Comply with legal and contractual obligations.
- Detect, prevent, and address security or fraud issues.
- We do not sell or rent your personal information to third parties.

4. Data Retention

We retain personal information only as long as necessary to:

- Provide our Services.
- Comply with legal and financial requirements.
- Resolve disputes and enforce agreements.
- When data is no longer required, we securely delete or anonymize it.

5. Sharing and Disclosure

We may share your information with:

- Service providers who assist in hosting, analytics, email delivery, or payment processing.
- Legal or regulatory authorities where required by law.
- Business successors in the event of a merger or acquisition.

All service providers are bound by strict confidentiality and data-protection obligations.

6. International Data Transfers

As we use global service providers (e.g., cloud hosting and Stripe), your data may be transferred and processed outside New Zealand.

We take all reasonable steps to ensure these providers comply with the New Zealand Privacy Act 2020 and international data-protection standards such as the GDPR.

7. Data Security

We employ technical, administrative, and physical safeguards to protect personal data against unauthorized access, disclosure, or misuse.

While we strive for high standards of protection, no system can be guaranteed 100% secure.

8. Your Rights

Depending on where you live, you may have the right to:

Access, correct, or delete your personal data.

Request data portability.

Object to certain processing activities.

Withdraw consent (where processing is based on consent).

To exercise any rights, please contact us at info@flexiforms.app.

Residents of New Zealand may also contact the Office of the Privacy Commissioner (www.privacy.org.nz) if concerns are not resolved directly with us.

9. Cookies

We use cookies to:

- Enable essential website functions.
- Measure and analyze site usage.
- Enhance your browsing experience.

You can manage or disable cookies through your browser settings, but doing so may affect site functionality.

10. Children's Privacy

Our Services are not designed for individuals under 16 years of age, and we do not knowingly collect information from minors.

If we become aware of such collection, we will promptly delete the data.

11. Updates to This Policy

We may update this Privacy Policy periodically. The "Effective Date" above will reflect the latest revision.

We encourage you to review it regularly for any changes.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

[Flexi Software Ltd](#)

Email: info@flexiforms.app

Website: <https://www.flexiforms.app/>

Registered in New Zealand