Privacy policy · Version 3 · effective from 3 November 2026

The Polish version is binding; the English version is provided for information only.

What changed in version 3

- We added Brevo as a recipient of data: it sends the messages with contact form enquiries (§4, §8).
- Visit statistics are counted by Plausible Cloud in the EU, without cookies, without storing anything on your device and without storing your IP address (§2–§6).
- The site no longer stores any cookies — we removed the `pc_lang` file from v2 (cookie policy).
- We send messages from the site from no-reply@processcraft.app and enquiries go to kontakt@craftcode.it; the site is at processcraft.app.

This policy describes how we process the personal data of people who visit the ProcessCraft website before launch.

1. Controller

The data controller is Craft Code sp. z o.o., ul. Wieniecka 6, 03-634 Warszawa, KRS 0001207722, NIP 5243056931. For personal data enquiries, write to kontakt@craftcode.it. We have not appointed a data protection officer.

2. What data and where it comes from

Each time you visit the site, our server records in its technical logs your IP address, browser information (User-Agent), the page requested and the time (§7). Visit statistics are counted by Plausible (§6). If you email us, we process your email address and the content of your message. If you fill in a contact form on the site, we process the data you enter in it (§8). The site does not store any cookies or other data in your browser — see the cookie policy.

3. Purposes and legal bases

We process data for the following purposes: (a) site security and correct operation (server technical logs) — legitimate interest (Art. 6(1)(f) GDPR); (b) cookie-free visit statistics — legitimate interest in improving the site (Art. 6(1)(f) GDPR); (c) replying to your email — legitimate interest in handling correspondence (Art. 6(1)(f) GDPR); (d) handling an enquiry from a contact form (replying, scheduling a demo, preparing an offer) — taking steps at your request before entering into a contract (Art. 6(1)(b) GDPR) and legitimate interest in business conversations (Art. 6(1)(f) GDPR) (§8).

4. Recipients and transfers outside the EEA

The following process data on our behalf under data processing agreements: Google Cloud (hosting and technical logs — data stored in the Warsaw region), Plausible (visit statistics — EU cloud), Brevo (sending emails with contact form enquiries, transactional email — EU), the provider of the email service behind our contact address that receives the form enquiries (super-host.pl — Poland, EU). We store the data in the European Economic Area (EEA). These providers may use their own subcontractors, including outside the EEA (e.g. for technical support). If this involves a transfer of data outside the EEA, it is based on a European Commission adequacy decision (e.g. the EU-US Data Privacy Framework) or on standard contractual clauses adopted by the European Commission. You can obtain a copy of these safeguards by writing to kontakt@craftcode.it.

5. How long we keep data

Server technical logs — no longer than 30 days. Plausible statistics are aggregated and contain no personal data. We keep email correspondence for the time needed to handle your matter and, where necessary to establish, pursue or defend legal claims, for the limitation period of such claims. We keep contact form enquiries in our mailbox for 12 months from receipt and then delete them (§8).

6. Visit statistics

We count visits with Plausible Cloud (EU). Plausible does not use cookies, does not store anything on your device and does not store your IP address: the IP address and User-Agent are used only to count unique daily visits using a hash with a salt that changes every day. We read campaign parameters (`utm_*`) from the page address. We do not build visitor profiles. The statistics script and page view collection go through our domain (the `/p/` path) — §7 applies to that part.

7. Server technical logs

Each time you visit the site (including when statistics are collected through our domain), the Google Cloud platform records in technical logs your IP address, browser information (User-Agent), the page requested and the time. Logs are used for site security (legitimate interest, Art. 6(1)(f) GDPR). We keep them for no longer than 30 days, in Google Cloud in the Warsaw region.

8. Contact forms

The site has two forms: “Book a demo or ask a question” and the Process Agent Engine form. Data: your name, work email address, company, company size, optionally a tax ID and — in the Engine form — your preferred deployment, plus the content of your enquiry. Purpose: replying to your enquiry, scheduling a demo or preparing an offer, by email; we will phone you only if you ask us to. Legal basis: Art. 6(1)(b) GDPR (steps taken at your request before entering into a contract) and Art. 6(1)(f) GDPR (legitimate interest in business conversations). The forms contain no consent box — we do not rely on consent for this processing, and you have the right to object (§9). Recipients: Brevo, which sends the message with the enquiry from no-reply@processcraft.app to our contact address kontakt@craftcode.it (EU), and the email provider super-host.pl (Poland, EU), on whose servers the mailbox receiving the enquiries runs; transfers outside the EEA — §4. Retention: we keep the enquiry in that mailbox for 12 months from receipt and then delete it; we do not store enquiries in a database and we do not send you a copy. The limit on the number of enquiries from one address works on a hash of the IP address that disappears from server memory after a day at most; we do not attach campaign parameters from the page address to the form.

9. Your rights

You have the right to access, rectify and erase your data, to restrict processing, and the right to object to processing based on legitimate interest. To exercise these rights, write to kontakt@craftcode.it. You have the right to lodge a complaint with the President of the Polish Personal Data Protection Office (UODO).

10. Voluntary provision

Using the site does not require you to provide any data. Technical logs are created automatically on every visit — they are necessary for the site to work and to keep it secure. Emailing us is voluntary. Filling in a contact form is voluntary too, but without your name, email address (and, in the demo and Agent Engine forms, company and company size) we cannot reply to your enquiry.

11. Automated decisions

We do not make decisions based solely on automated processing and do not carry out profiling.

12. Changes to this policy

The version number and effective date are shown at the top of the document; every version is available as a PDF. From the ProcessCraft launch, all versions are publicly available in the archive on this page.

13. Language version

This policy is available in Polish and English. The Polish version is binding; the English version is provided for information only.

Personal data enquiries: kontakt@craftcode.it

Questions about these documents? Write to kontakt@craftcode.it .