

# PRIVACY NOTICE

## NPS / CSAT / CES / Churn Surveys

With the following Privacy Notice Chaos Software EOOD, a company incorporated under the laws of Republic of Bulgaria, UIC 131375768 ("Chaos Software", "We", "The Company") provides you with information about your personal data that can be processed when participating in our NPS / CSAT / CES / Churn Surveys.

This notice is intended to help you understand why and how we may use your personal information.

### What personal data about you is being processed by us?

"Personal Data" means any information about you from which you could be identified, including information that can be protected under applicable national and European law.

The personal data that are processed by Chaos Software when you participate in our NPS / CSAT / CES / Churn Survey are:

Categories of personal data	Types	Grounds for processing
Information about you and contact details	Email and HubSpot ID	Consent expressed by you by voluntarily participating in our NPS / CSAT / CES / Churn Survey.
Information collected from the NPS / CSAT / CES / Churn Survey	Answers / Scores collected through the completion of the survey	Consent expressed by you by voluntarily participating in our NPS / CSAT / CES / Churn Survey.

### For what purposes do we process your data?

The personal information will be used for the following purposes:

- Enhance our products.
- Enhance our services and support by analyzing information provided during the NPS / CSAT / CES / Churn Surveys

### Can we share your personal information with third parties?

Chaos Software respects and maintains the confidentiality of your personal information. In principle, we do not intend to disclose the collected data to any third party. However, subject to statutory requirements or business needs, Chaos may disclose your personal data to the following categories of recipients:

- Other companies in our corporate group: Chaos shares your data with other companies within its corporate group, if respective legal requirements are met.
- Service providers: Our surveys are conducted through third party service providers such as (but not limited to) HubSpot, PowerBI, SurveySparrow and others.

### **How long do we keep your personal data?**

Your personal data shall be stored as long as we have valid legal grounds for processing it. After this period has expired and in case there is no legal ground to continue storing your personal data, your information shall be deleted.

### **Your rights regarding your personal data**

Subject to European law, you have the following rights to your personal data processed by Chaos Software:

1. Access your personal data that Chaos Software processes and get a copy thereof.
2. In case of incompleteness or inaccuracy in the data that Chaos Software processes, your personal data will be corrected.
3. Request that your data be deleted when the conditions are met. Such cases are if the purpose for which the data is collected is achieved; you have withdrawn your consent when the processing is based on consent and there is no other legal basis for processing; your data is being processed unlawfully, and others.
4. In the cases specified by the law, you may require that the processing of your personal data to be limited.
5. In the cases specified by the law, you may object to the processing of your personal data;
6. Exercise your data portability rights and request that your data be provided in a structured, widely used and machine-readable format.
7. Withdraw your consent when processing your personal data is based on consent.

You also have the right to file a complaint with the Data Protection Authority when the relevant prerequisites are in place.

### **How to contact us?**

You can contact us at the following address: 145 Tsarigradsko shose Blvd., Sofia Office Center, 12th floor, 1784 Sofia, Bulgaria: [dpo@chaos.com](mailto:dpo@chaos.com)

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