Privacy Policy

PRIVACY- AND COOKIE STATEMENT QUANTUM NOODLE BV

This is the Privacy Statement ("Statement") of Quantum Noodle BV (also trading as Subtitle AI (hereinafter "Subtitle AI," "we" or "us"). In this Statement we explain, among other things, which personal data of which categories of persons we process and for what purpose. In addition, we explain which cookies we use and place. We respect the privacy of our users and business relations and ensure that any personal information that we process will be protected and treated confidentially.

This statement was last updated on: 03/09/2024

Changes to this Statement

This Statement may be modified by us from time to time. The most current version of this Privacy Statement can always be found on this website. It is recommended that you consult this Privacy Statement regularly so that you are aware of these changes.

Whose personal data do we process?

As a company focussing on transcribing audio and video files, we process personal data. This includes:

- Persons seeking a job or a traineeship at Subtitle AI (hereinafter: 'Applicants');
- Persons who are users of Subtitle AI or who are employed by our users (hereinafter: "Users");
- Persons from whom Subtitle AI purchases products or services or who are employed by our suppliers (hereinafter: "Suppliers");
- Visitors to our website (hereinafter: "Website Visitors");
- Persons who have subscribed to our newsletter and/or direct marketing communications ("Subscribers");
- Persons who contact us in their capacity as consumers, website visitors, business customers, partners, (sub)suppliers, contractors or other persons with a business relationship with us ("persons who contact us").

What personal data do we process? For what purposes and on what legal basis?

Applicants

We process the following personal data about Applicants:

- Contact details (such as name, telephone numbers and e-mail addresses), date of birth, place of birth, nationality and gender;
- Education, courses and traineeships followed;
- Data relating to the nature and content of the current employment and any termination thereof;
- Other information which may be relevant to the performance of the duties for which the application has been made, such as information contained in a CV or letter of application, references or results of a competency test;
- Other information the processing of which is required by or necessary for the application of laws or regulations.

Purposes and Legal Basis:

Establishing identity and contact for application procedure	Necessary for performance of contract – article 6(1)(b) GDPR
Assessment of suitability and internal security	Legitimate interest – article 6(1)(f) GDPR
Implementation of laws or regulations	Legal obligation – article 6(1)(c) GDPR

Users and their employees

We process the following personal data of Users and their employees:

- Contact details (such as name and address details, telephone numbers and e-mail addresses), date of birth, gender and, where applicable, proof of identity;
- User activity on the Platform;
- Data for the purpose of calculating and recording fees and expenses, making payments and collecting claims, such as bank data;
- Other data the processing of which is required pursuant to or necessary for the application of laws or regulations.

Purposes and Legal Basis:

Establishing identity and communication for services	Necessary for performance of contract – article 6(1)(b) GDPR

Payments and financial processing	Necessary for performance of contract – article 6(1)(b) GDPR
Implementation of laws or regulations	Legal obligation – article 6(1)(c) GDPR

Suppliers and their employees

We process the following personal data of Suppliers and their employees:

- Contact details (such as name and address details, telephone numbers and e-mail addresses), gender and, where applicable, proof of identity;
- Data for the purpose of placing orders or purchasing services;
- Data for the purpose of calculating and recording fees and expenses, making payments and collecting claims, such as bank data;
- Other data the processing of which is required pursuant to or necessary for the application of laws or regulations.

Purposes and Legal Basis:

Establishing identity and communication for orders	Necessary for performance of contract – article 6(1)(b) GDPR
Payments and financial processing	Necessary for performance of contract – article 6(1)(b) GDPR
Implementation of laws or regulations	Legal obligation – article 6(1)(c) GDPR

Website Visitors

We process the following personal data of Website Visitors:

- Data related to a visit to our website, such as IP address and data for the purpose of visitor statistics.

Purposes and Legal Basis:

Maintaining contact and answering questions	Explicit consent – article 6(1)(a) GDPR
Improving website quality and findability	Explicit consent – article 6(1)(a) GDPR

Subscribers

We process the following personal data of Subscribers:

- Contact details (such as name and e-mail addresses);

Purposes and Legal Basis:	
Sending newsletter and direct marketing communications	Explicit consent – article 6(1)(a) GDPR

Persons who contact us

We process the following personal data of persons who contact us:

- Contact details (such as name and address details, telephone numbers and e-mail addresses), gender and, where applicable, proof of identity;

Purposes and Legal Basis:	
Maintaining contact and communicating enquiries	Explicit consent – article 6(1)(a) GDPR

With whom do we share your personal data?

We will display your Personal Information in your profile page and elsewhere on the Service according to the preferences you set in your account. Any information you choose to provide should reflect how much you want others to know about you. Please consider carefully what information you disclose in your profile page and your desired level of anonymity. You can review and revise your profile information at any time. We do not sell your personal information to third parties.

We may share or disclose your information with your consent, for example if you use a third party application to access your account. Through certain features of the Service, you may also have the ability to make some of your information public. Public information may be broadly and quickly disseminated.

We may disclose your Work submitted to Subtitle AI and information about you that we have collected to parties outside Subtitle AI when disclosure is necessary to (a) comply with a law, regulation or compulsory legal request; (b) protect the safety of any person from death or serious bodily injury; (c) prevent fraud or abuse of Subtitle AI or its users; or (d) to protect Subtitle AI property rights.

We will only share your personal data with third parties if this is necessary for the provision of the aforementioned services. Furthermore, we may provide personal data if there is a legal obligation to do so.

We may share personal data of Applicants with:

- Staff or managers involved in the application process within our company;
- Others, with the Applicant's consent (such as a referent) or if there is a legal obligation.

We may share Users' personal data with:

- Billit, whose privacy statement can be found here, to manage the subscription settings;
- Stripe, whose privacy statement can be found here, for the processing of payment information;
- Staff or executives involved in providing our services;
- Suppliers, such as outside translation agencies.

We may share personal data from Suppliers with:

- Stripe, whose privacy statement can be found here, for the processing of payment information;
- Personnel or executives involved in the ordering or delivery of services by the Supplier;
- Others, with the consent of the Supplier, or if there is a legal obligation.

We may share personal data of Website Visitors with:

- Staff or executives involved in maintaining contact with Website visitors and disseminating information about our courses or other events;
- Suppliers, for example the party that maintains usage statistics for our website;
- Others, with the consent of the Website visitor, or if there is a legal obligation.

We may share personal data of Subscribers with:

- Sendgrid, whose privacy statement can be found here, to communicate;
- Staff or executives involved in maintaining contact with Subscribers and sending our direct marketing communications;
- Others, with the consent of the Subscriber, or if there is a legal obligation.

We may share personal data of persons who contact us with:

- Sendgrid, whose privacy statement can be found here, to communicate;
- Staff or executives involved in maintaining contact with Subscribers and sending our direct marketing communications;
- Others, with the consent of the Subscriber, or if there is a legal obligation.

Subtitle AI Community

Our Service may offer publicly accessible community services such as blogs, forums, and wikis. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. Your posts may remain even after you cancel your account.

Our Site includes links to other Web sites whose privacy practices may differ from those of Subtitle AI. If you submit personal information to any of those sites, your information is governed by their privacy statements.

Do we transfer personal data outside the European Economic Area?

Sometimes we have to transfer personal data to a country outside the European Economic Area (EEA). If such a situation arises and your personal data is transferred to a country which provides a lower level of protection for your personal data than countries within the EEA, we will put in place appropriate safeguards to protect your personal data, such as the conclusion of a model contract with the recipient of the personal data approved by the European Commission.

What security measures do we apply?

When processing personal data, we maintain at all times a level of security which, given the state of the art and the cost of implementation, is appropriate, among other things, to prevent unauthorised access, modification, disclosure, loss or any other form of unlawful processing of personal data.

Subtitle AI stores all personal data which it has collected in the cloud using data centre(s) within the EU. Subtitle AI undertakes to take reasonable, physical, technological and organisational precautions in order to avoid (i) unauthorised access to your personal information, and (ii) loss, abuse or alteration of your personal data. For example, all passwords and credit card numbers are "hashed" and will never be transferred as readable text.

The security of your account also depends on the confidentiality of your passwords. Subtitle AI will never ask for your password. If you have nonetheless communicated your password to a third party – for example because this third party has indicated that it wishes to offer additional services – this third party may get access to your account and your personal data using your password. In such cases, you are liable for the transactions which occur as a result of the use made of your account.

Furthermore, we apply the following protection and security measures:

- Data is encrypted via HTTPS and sent to designated servers that are adequately secured;
- Data is treated confidentially;
- Analytical data is only visible to the administrator in summarized or aggregated form, making identification impossible;
- Personal settings are only accessible to administrators.

Rights of data subjects

Under the General Data Protection Regulation (GDPR), you have a number of data protection rights, which aim to give you more control over your personal data. We are committed to ensuring that you can exercise these rights easily. Below is a summary of your rights:

- **Right to access.** You have the right to request a copy of the personal data that we hold about you. We will provide you with this information within one month of receiving your request, unless the request is complex or numerous, in which case we may extend this period by a further two months.
- **Right to rectification.** If you believe that any of your personal data is inaccurate or incomplete, you have the right to ask us to correct or complete it. We will respond to your request within one month, unless the request is complex or numerous, in which case we may extend this period by a further two months.
- **Right to erasure.** In certain circumstances, you have the right to request the deletion of your personal data. This may be because you believe the data is no longer necessary for the purposes for which it was collected, or you have withdrawn your consent for processing.
- **Right to restriction of processing.** You have the right to request that we restrict the processing of your personal data in certain circumstances. This may be because you contest the accuracy of the data or you object to the processing.
- **Right to data portability.** You have the right to request that we transfer your personal data to another organization, or directly to you, if feasible. This applies only to data that you have provided to us and is processed based on your consent or for the performance of a contract.

You can contact us for this via privacy@subtitleai.com. In order to prevent misuse, we may ask you to identify yourself adequately before we process your request.

Circumstances may arise as a result of which we cannot, or cannot fully, comply with your request. Examples are statutory retention periods. If such a circumstance arise, we will report it to you. In principle, we will respond to your request within one month of receipt.

Retention periods

We will retain your personal information no longer than is necessary for the purposes for which they are processed, unless the data should be kept longer to comply with legal obligations.

Cookies

A cookie is a small text file that is sent with a page of the website and stored on the hard drive of your computer, tablet or phone through your browser. This allows Personal Data to be collected. You can read more on cookies and how to disable them at https://allaboutcookies.org/.

Functional cookies

We use cookies to remember your chosen settings and data entered, in order to facilitate your use of the website on your next visit. This avoids you having to repeat your preferences (such as language settings) each time, saving you time and making your use of our website more enjoyable. You can delete functional cookies via your browser settings.

Tracking cookies

With your permission, we place a cookie on your equipment, which can be retrieved as soon as you visit a website from our network. This enables us to find out that you have visited the relevant website(s) in our network in addition to ours. The resulting profile is not linked to your name, address, e-mail address and the like, but only serves to tailor advertisements to your interests so that they are as relevant to you as possible.

Overview cookies

The website of Subtitle AI uses the cookies listed below:

Cookie key	Domain	Cookie type	Expiration	Value
__Host-next-auth.csrf-token	app.subtitleai.com	Functional	Session	A unique token string.
__Secure-next-auth.callback-url	app.subtitleai.com	Functional	Session	URL pointing to the dashboard of the web app.
__Secure-next-auth.session-token	app.subtitleai.com	Functional	30 days / session	A unique session token string.
_ga	www.subtitleai.com	Tracking	2 years	A unique user identifier string.
_ga_ID	www.subtitleai.com	Tracking	2 years	A unique session identifier string.

Refusing and deleting cookies

You can decide whether you want to accept or reject cookies or whether you want your browser to notify you when a cookie is placed. To do this, you need to adjust the settings in your browser.

Cookies for website statistics

We use Google Analytics, a service of Google Inc. This is a web analytics service that uses cookies to analyse how you use the website. The cookies are used to store visitor information, such as the time the visit to the website occurred, whether the Website visitor has visited the site before and through which site the Website visitor arrived at our site.

Marketing cookies

With your permission, we use marketing cookies to deliver advertisements that are more relevant to you and your interests. These cookies are placed by third-party advertising platforms or networks in order to show you targeted ads across the web, measure the effectiveness of those ads, and serve ads that are tailored to your browsing habits and interests. Specifically, we use Google Ads cookies to help us collect information about your visits to our Website, the content you viewed, and the links you followed.

Social media buttons

Our website includes buttons to share posts on our website on other social media platforms by your own initiative. In that case, Subtitle AI is not responsible or liable for the way these social media providers handle your (personal) data. The privacy policy of the most prominent social media providers can be found here:

- LinkedIn
- Facebook
- X

Do you have any questions, comments or complaints?

We are happy to help if you have any questions, comments or complaints regarding this Statement. You can do so by emailing or calling us at the contact information listed below. You also have the right at any time to file a complaint with the Dutch data protection authority, or if you live or work in another country, with the data protection authority of that country.

The contact details of the Belgian Data Protection Authority are the following:

Gegevensbeschermingsautoriteit
Drukpersstraat 35
1000 Brussel
+32 (0)2 274 48 00

Our contact details

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