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Privacy Policy

Website, account and services

14 NOVEMBER 2026 / ENGLISH

NEXCON.IO ApS · CVR 40831517

1. NEXCON.IO ApS is the data controller

We value your privacy and take the protection of your personal data very seriously.

This privacy policy applies to the processing of personal data by NEXCON.IO ApS in connection with the use of nexcon.io, the NexCon platform at app.nexcon.io and associated services. If you have any questions about how we process your personal data, you can contact us at hi@nexcon.io.

NEXCON.IO ApS (referred to as NexCon.io in this policy) is the controller of the personal data processing described in this policy. You can find our contact details below.

> Contact details: NEXCON.IO ApS, Buchwaldsgade 50, 5000 Odense C. CVR 40831517. Telephone: +45 3233 1122. Email: hi@nexcon.io.

2. Personal data

This privacy policy applies to the processing of personal data when we collect information about you and when you use our services, including our website.

Personal data means any information about a person who can be identified directly or indirectly. This includes both personal and factual information about a particular person, such as a name, address or telephone number. Information that cannot be linked to a particular person, such as the most popular websites or the number of users of a website, is not considered personal data and is therefore not covered by this privacy policy.

We do our best to protect personal data against loss or misuse through technical and organisational measures.

The information collected is used for anonymous statistical analysis. Statistical reports are used to assess the use of our website and services. In particular, the reports show the order in which pages are visited and

how users move between pages. The purpose is to give NexCon.io an insight into how the usability of the website can be improved further.

We record every visit to our website.

3. NexCon.io as data controller

When you create an account on the NexCon platform, we collect your email address and telephone number. If you start using our services, we also collect your first name and surname, company information (address, postcode, city and country), IP address and VAT number.

The information relates to customers, employees, prospective customers, business partners and suppliers.

4. Use of the website and sign-in

The website is divided into a public area and a restricted area.

The restricted area is the NexCon dashboard at app.nexcon.io. You gain access if you register as a customer, and access requires a personal user account. Depending on the options enabled for your account, you can sign in with an email address and password or through a supported sign-in provider, including Google.

We process your email address and technical sign-in and session identifiers to give you access to your account, administer user access and protect against unauthorised use. The processing is based on Article 6(1)(f) GDPR. Our legitimate interests are to provide a functioning and secure sign-in system, administer business customers' users and prevent misuse of accounts.

In the public area, you can, among other things, use the contact form, view our prices and services and chat with our support team. Personal data you enter in the support chat, such as your name and email address, is necessary to deal with your enquiry.

We process information collected during visits to our website for statistical purposes to improve the quality of the website, for example by optimising its usability. Please see our cookie policy for more information about the data collected through the use of cookies on our website.

5. Use of cookies

We use cookies and similar technologies for the purposes described in our cookie policy and cookie declaration. Technologies necessary for sign-in, session management and security are distinguished from technologies used for statistics and marketing. Where consent is required, the relevant technologies are only used once you have given your consent. You can change your cookie choices or withdraw your consent through the cookie settings. Information about the purposes and lifetimes of the technologies is provided in the cookie policy and cookie declaration.

Our website also uses cookies when you create your account. You can read more about which cookies we use and for what purposes in our cookie policy.

6. Newsletter

By subscribing to the newsletter, you consent to NexCon.io contacting you by email with news or other relevant marketing material. We record your name and email address when you subscribe to the newsletter. Only relevant employees have access to the list of subscribers.

You can unsubscribe from the newsletter at any time using the link at the bottom of each email.

7. Use of personal data

In addition to customer registration and sign-in, personal data is used for customer support and messages relating to the user's account. Access to personal data is restricted to authorised persons whose work requires it.

We also refer you to our terms and conditions, which describe our efforts to limit fraud and other harmful or unwanted use. We carry out periodic checks and spot checks on the use of our service to verify that it is used correctly and lawfully. We also follow up on cases of such unwanted use brought to our attention by suppliers.

8. Sharing personal data

NexCon.io exchanges personal data with suppliers to fulfil its sales and delivery obligations, including providing service and support for the products our customers use with NexCon.io. The relevant categories of suppliers include providers of sign-in and access management, hosting and the delivery of account-related emails.

We may also disclose personal data where required by law or a court order. In addition, we disclose personal data to a debt collection agency if invoices remain unpaid for an extended period.

Personal data is treated confidentially and is only disclosed to our suppliers and relevant business partners where there is a necessary purpose for doing so, or to public authorities where required by law.

Information used for authentication is stored in or accessed from the United States.

Transfers of sign-in information outside the EEA are covered by the sign-in provider's data processing agreement and the relevant EU Standard Contractual Clauses (SCCs), where these apply under the agreement. You can obtain information about the relevant safeguards, including how to obtain a copy of them, by contacting hi@nexcon.io.

9. How long do we retain your personal data?

If you have a user account for our services, we retain your personal data in our systems for up to 18 months after your account has been frozen. We freeze your user account after 60 days of inactivity and notify you by email.

If you do not have a user account for our services and only visit our website, we retain personal data for up to 18 months after your visit, after which it is anonymised. Please see our cookie policy for more information about the data collected through the use of cookies on our website.

Personal data or any type of data covered by a data processing agreement is retained in accordance with that data processing agreement.

10. Protecting personal data

- Processing locations and relevant transfers to countries outside the EEA are described in section 8. We apply technical and organisational safeguards appropriate to the processing and the risks to the individuals concerned.
- Strict sign-in procedures.
- Up-to-date firewall solutions.
- Only employees whose work requires it have access to personal data.
- We ensure that buildings and systems used for data processing are secure and that only high-quality hardware and software is used and kept up to date.
- We ensure that employees receive adequate instructions and guidelines for processing personal data.
- We ensure that employees authorised to process personal data have entered into confidentiality agreements or are subject to the necessary statutory duty of confidentiality.
- Based on an ongoing assessment of the risk of personal data breaches, we implement appropriate technical and organisational safeguards to protect your personal data against unauthorised access, collection, use, disclosure, copying, alteration or disposal.
- If we use a service provider, our IT security staff ensure that the provider always follows the instructions in the data processing agreement and applies appropriate measures to protect the personal data it processes on our behalf.
- We have implemented strong protection for communications on all our websites, such as TLS 1.3 encryption, which ensures that information is encrypted and remains confidential when transferred over the internet.

11. Your rights

Under the General Data Protection Regulation (GDPR), you have a number of rights in relation to our processing of information about you.

If you wish to exercise your rights, please contact us.

How can I see the information you hold about me? (Right of access)

You have the right to ask us for the information we hold about you.

If you wish to see the information we hold about you, please contact NexCon.io at hi@nexcon.io. Please note that we may ask you to provide proof of your identity so that your personal data is not disclosed to anyone other than you.

Can I have information about me corrected? (Right to rectification)

If you discover that we are processing incorrect information about you, you can ask us to correct it.

If you wish to have information about you corrected, please contact NexCon.io at hi@nexcon.io.

How can I have information about me deleted? (Right to erasure)

You can ask us to delete the personal data we hold about you.

We may not be able to delete all the information we hold about you. Sometimes we are legally obliged to retain the information, or we have a contractual obligation to you or another person. In such cases, we will consider how we can restrict the processing.

If you wish to have personal data about you deleted, please contact NexCon.io at hi@nexcon.io.

How can I ask you to stop using my information?

If you wish us to stop using your information, please contact us.

Please be aware that we may still have a valid basis for processing information about you. We assess each request individually and will respond with a decision.

If you wish to exercise your right to object, please contact NexCon.io at hi@nexcon.io. Please note that we may ask you to provide proof of your identity so that there is no doubt about who you are.

Right to restriction of processing

In certain cases, you have the right to have the processing of your personal data restricted. If you have the right to restriction of processing, we may subsequently only process the information, apart from storing it, with your consent or for the establishment, exercise or defence of legal claims, or to protect a person or important public interests.

Right to data portability

In some cases, you have the right to receive your information in a structured, commonly used and machine-readable format and to have it transferred from NexCon.io to another controller without hindrance.

Can I complain about how you process my information? (Right to lodge a complaint)

If you are dissatisfied with the way we process your information, you have the right to complain to the Danish Data Protection Agency (Datatilsynet). You can find its contact details at www.datatilsynet.dk.

Automated sign-in checks

Sign-in and session information is validated automatically as part of access control and protection against unauthorised use.

12. Updates to this privacy policy

NexCon.io reserves the right to amend this privacy policy at any time. We will notify you of changes to the privacy policy on our website.

By using our services after being notified of such changes, you automatically accept the amendments to the privacy policy, to the extent permitted by applicable law.

We therefore encourage you to read our privacy policy on the website regularly for the latest information about how we protect your personal data.