NÖRGRU™

PRIVACY POLICY

Last Updated: September 12, 2026

Web version: https://norgru.eu/en/policy/privacy-policy

1. Purpose and Scope

This Privacy Policy explains how NÖRGRU ("NÖRGRU", "Company", "we", "us", or "our") may collect, use, disclose, retain, and protect personal information when you access our website, storefronts, software, digital products, internal systems, or related services.

This Policy is intended to provide a more direct privacy explanation than the broader Privacy and Data provisions contained in the NÖRGRU Terms of Service. If a separately published Privacy Policy conflicts with the Terms on a privacy or data-processing matter, this Privacy Policy controls to the extent permitted by applicable law.

2. Data Controller and Contact

NÖRGRU is the organization responsible for the processing described in this Policy to the extent NÖRGRU acts as the controller under applicable data-protection law.

Contact: contact@norgru.eu. Website: norgru.eu.

Before publication, NÖRGRU should insert its final registered legal name, registered address, and any Data Protection Officer or representative contact details required by applicable law.

3. Information We May Collect

Level 3 and Client Portal Information: For Manufacturing inquiries and controlled project access, NÖRGRU may collect organization name, role, business contact information, intended use, project information, license requirements, authorized representatives, access credentials, authentication records, portal activity, download/access records, agreement status, and related communications.

Account and identity information: name, email address, account credentials, contributor information, and other information voluntarily provided during registration or onboarding.

Transaction information: purchase history, licenses, downloads, payment status, refunds, payout information, and transaction-related records.

Contributor information: information needed to review submissions, verify contributors, manage products, calculate revenue shares, and process payouts.

Technical information: IP address, browser and device information, operating system, usage data, diagnostic information, security information, and similar technical data.

Communications and submitted content: support requests, messages, product submissions, profiles, reviews, documentation, and other materials provided through the Services.

4. How We Use Personal Information

For Level 3 transactions, information may also be used to evaluate requests, verify authorized organizations and representatives, administer Manufacturing Licenses, control project-specific access, maintain security and audit records, communicate technical or contractual matters, and protect confidential and intellectual-property interests.

We may use information to create and manage accounts; process purchases, licenses, downloads, refunds, and contributor payouts; deliver Digital Content and software; communicate about purchases, support, security, accounts, and service changes; prevent fraud, piracy, abuse, and unauthorized access; maintain, secure, troubleshoot, analyze, and improve the Services; comply with legal, tax, accounting, regulatory, and law-enforcement requirements; and enforce agreements, licenses, and intellectual-property rights.

5. Legal Bases for Processing

Depending on the circumstances and applicable law, processing may rely on performance of a contract, compliance with a legal obligation, legitimate interests, consent, or another lawful basis recognized by applicable law.

Where consent is used as the legal basis, consent must be freely given, specific, informed, and unambiguous, and may be withdrawn where applicable.

6. Payment Providers and Service Providers

Level 3 infrastructure may use secure cloud storage, authentication, access-control, file-delivery, logging, electronic-signature, and other enterprise service providers selected by NÖRGRU. The provider configuration may change as the platform develops.

Payments may be processed by third parties such as Payhip, PayPal, Stripe, or other providers selected by NÖRGRU. NÖRGRU generally does not directly store complete payment-card numbers or full banking credentials.

We may use hosting, distribution, analytics, communications, security, accounting, cloud, and other operational providers where reasonably necessary to operate the Services. Such providers may process information only as necessary for their services and according to their own applicable terms and privacy policies.

7. Sharing and Disclosure

NÖRGRU does not sell Customers' or Contributors' personal information as a standalone commercial product.

Information may be disclosed to service providers, professional advisers, authorities, or other recipients where reasonably necessary to provide the Services, process transactions, comply with law, respond to valid legal requests, protect rights or safety, investigate fraud or abuse, or enforce agreements.

8. Cookies and Similar Technologies

NÖRGRU may use cookies, pixels, analytics tools, local storage, and similar technologies. Technically necessary technologies may be used where necessary to operate the Services. Where applicable law requires consent for non-essential tracking technologies, NÖRGRU will request consent before using them.

See the separate NÖRGRU Cookie Policy for more direct information about cookie categories and controls.

9. Data Retention

Personal information may be retained for as long as reasonably necessary to provide the Services, maintain business and transaction records, resolve disputes, prevent fraud and abuse, enforce agreements, comply with legal or tax obligations, and fulfill legitimate business purposes.

Different categories of information may therefore be retained for different periods. Where a specific retention period is required by applicable law, NÖRGRU will apply the legally required period.

10. International Transfers

NÖRGRU may use providers located in countries other than the country in which you reside. Where applicable, NÖRGRU will take reasonable steps required by applicable data-protection law for international transfers and appropriate safeguards.

11. Security

For controlled Manufacturing projects, NÖRGRU may apply additional measures such as project-specific authorization, authentication, access logging, restricted storage, expiring access mechanisms, role-based permissions, and other reasonable controls appropriate to the sensitivity of the material.

NÖRGRU takes reasonable technical and organizational measures designed to protect personal information against unauthorized access, disclosure, alteration, loss, or destruction. No online service, transmission method, or storage system can be guaranteed to be completely secure.

12. Your Privacy Rights

Depending on your jurisdiction, you may have rights including access, correction, deletion, restriction of processing, objection, portability, withdrawal of consent where processing is based on consent, and the right to lodge a complaint with a competent data-protection authority.

Requests may be submitted to contact@norgru.eu. NÖRGRU may need to verify identity before responding. Certain information may be retained where required or permitted by law.

13. Children

The Services are not intended for individuals under 18. NÖRGRU does not knowingly seek to collect personal information from children under 18. If NÖRGRU becomes aware of improperly collected information relating to a child, it may take reasonable steps to delete it subject to applicable law.

14. Contributor and Customer Content

NÖRGRU may process information associated with Digital Content, product listings, account profiles, reviews, communications, and other materials submitted through the Services as necessary to operate the marketplace.

Contributors and Customers remain responsible for ensuring that material they submit does not unlawfully disclose another person's private or personal information.

15. Changes to This Policy

NÖRGRU may update this Privacy Policy as its Services, infrastructure, legal obligations, or data-processing practices develop. Material changes may be communicated through the website, account, email, or other reasonable means where appropriate.

16. Contact

For privacy questions or requests: contact@norgru.eu.

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