

Privacy Policy of Finmatics GmbH

The protection of your personal data¹ is of particular interest to

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("we", "us")

In this Privacy Policy, we inform you in accordance with Articles 13 and 14 of the General Data Protection Regulation ("GDPR") about how we, as the Data Controller within the meaning of Article 4 No 7 GDPR, process personal data in connection with the Finmatics web application and the Finmatics mobile app (hereinafter referred to as "**Finmatics-Software**").

Further information on data processing in the context of your visit to our website (www.finmatics.com), our business relationship with you, your contact requests or your newsletter subscriptions can be found [here](#).

1. General

We offer the Finmatics-Software to our Customers (in particular tax consultants, accountants, companies with their own accounting department, hereinafter referred to as "**Customers**") in order to help digitize and automate their accounting processes with the Finmatics-Software. This involves processing data required for accounting (invoice data, including data of invoice addressees and invoice issuers, "**Business Partners**") from documents provided by the Customers.

Our Customers allow their employees or clients to access the Finmatics-Software using a user name and password to further process such documents ("**Software User**").

In the context of providing the Finmatics-Software to Customers, we act primarily as a Processor of our Customers in accordance with Article 28 GDPR and conclude corresponding agreements with our Customers. For more detailed information on data processing of Software Users and Business Partners' personal data, we therefore refer to the respective information provided by our Customers to those parties in accordance with Articles 13 and 14 GDPR.

¹ According to Article 4(1) GDPR, "personal data" means any information relating to an identified or identifiable natural person.

Our controllership under data protection law in the context of the Finmatics-Software is therefore limited to the following processing activities:

2. Chat Assistant

In order to be able to answer questions from Software Users about the functionalities of the Finmatics-Software even more efficiently, Finmatics provides a chatbot, currently based in particular on the information provided at <https://support.finmatics.com/>, free of charge as a support aid for Software Users ("**Chat Assistant**"). When using the Chat Assistant, no personal data is in principle requested or processed by it.

However, the Chat Assistant is linked to the user ID of the respective Software User in order to remember previous questions from a Software User for the future and to be able to provide them with information on queries regarding the Finmatics-Software more quickly.

Data processing in the context of the Chat Assistant is carried out on the basis of Article 6 (1) lit b GDPR (contract fulfillment). The personal data processed in the context of the Chat Assistant is stored for the duration of the active Software User account.

3. Report illegal and abusive content in the Finmatics-Software

Software Users can report illegal or abusive content in the Finmatics-Software at <https://www.finmatics.com/en/reportillegalcontent>. Reports can be made anonymously or by providing the Software Users' contact details.

Data processing (in particular the Software Users' contact details) in the context of processing reports is carried out on the basis of Article 6 (1) lit c GDPR (in conjunction with the provisions of the Digital Services Act, Regulation (EU) 2022/2065).

We process the personal data for as long as is necessary in accordance with statutory documentation and retention obligations. If the data processing is no longer necessary, we will delete the personal data.

4. Userpool

Software Users can voluntarily register at <https://www.finmatics.com/anmeldung-zum-finmatics-userpool> to participate in the Finmatics-Userpool ("**Userpool**"). Registered Software Users will receive invitations to online questionnaires and online interviews regarding the functionalities of the Finmatics-Software and to test beta versions or specific features of the Finmatics-Software. When registering for the Userpool, the name, email address, and telephone number of the participating Software Users will be collected and processed. If Software Users participate in online questionnaires or interviews, video, audio, and screen recordings will also be made.

The processing of personal data within the Userpool is based on the express consent of the Software Users in accordance with Art. 6 (1) lit. a GDPR and for the purpose of product development and improvement. Consent to participate in the Userpool can be revoked at any time with future effect at https://share.hsforms.com/1ksgH7_plRf6-r4Z0W4Eadg52ct4.

The contact details of the Software Users and any video, audio, and screen recordings will be processed for as long as valid consent to participate in the Userpool exists.

5. User satisfaction surveys using InMoment (Product Net Promoter Score, pNPS)

Software Users can voluntarily participate in surveys regarding their user satisfaction and provide comments in the Finmatics-Software. In particular, Software Users are asked how likely they would recommend the Finmatics-Software to colleagues or other third parties. The following personal data of Software Users is processed in particular: email address, registration date, date of first login to the Finmatics-Software, information about the ERP systems used by the Software User (if available), extent of Finmatics-Software use, role of the Software User.

The legal basis for the processing of the aforementioned personal data is Article 6(1)(f) GDPR (legitimate interest). Software Users decide for themselves whether they wish to submit a review and add a comment, thereby transmitting their personal data to us.

Our legitimate interest is to improve the quality of Finmatics-Software and thus provide a better experience for Software Users. We use the feedback to further develop Finmatics-Software in the direction desired by Software Users and to improve overall quality. Software Users will not be contacted if they do not participate in the survey.

To ensure that surveys are limited appropriately, for example, how often Software Users receive surveys, corresponding cookies are set, which store, among other things, the user name/ID/email address, time, and date of registration of the Software Users.

The data will be anonymized or deleted when it is no longer required for the above-mentioned processing purposes. As a rule, this will take place no later than 3 years after it has been collected.

6. Recording of user events

In order to adapt the Finmatics-Software to the evolving requirements of Software Users and to quickly fix errors and/or malfunctions, certain usage data of Software Users is recorded during their use of the Finmatics-Software. This includes, in particular, data such as email address, user role, click events, and the user's navigation path.

Data processing in connection with the recording of click events is based on our legitimate interest pursuant to Art. 6 (1) lit. f GDPR in continuously optimizing the Finmatics-Software and other Finmatics products and making them more user-friendly for our Customers and Users. In addition, our Customers and Software Users have a legitimate interest in being able to use the Finmatics-Software without errors.

The records are stored for a maximum period of 3 years.

7. Machine learning (ML) models as part of the Finmatics Software

Document (in particular invoices, "**Documents**") processing within our Finmatics Software is based on ML models ("**Models**"). The Finmatics-Software can, among other things:

- read/extract relevant data from Documents,
- automatically separate and classify Documents,
- generate / predict booking lines from the Documents and
- check accounting records for tax criteria and accuracy.

The Finmatics-Software can do this with a very high probability of accuracy because it has been trained accordingly with training data (historical booking data or Software User feedback). If individual booking lines were incorrectly predicted in the Finmatics-Software, these can be corrected manually by Software Users. By correcting these booking lines, the Finmatics-Software learns the correct (or corrected) booking lines and facts and can take them into account in future document processing.

The models running in the background of the Finmatics-Software do not generally require any personal data for their training. In individual cases, however, it cannot be ruled out that limited personal data of Business Partners (in particular company, contact data and other invoice data, provided they are natural persons) may be extracted from the provided Documents. For details on training, please refer to the Finmatics-Software documentation, available at <https://www.finmatics.com/en/softwaredocumentation>.

This personal data is processed on the basis of our legitimate interest in accordance with Articles 6 (1) lit f GDPR to be able to provide the Finmatics-Software to our Customers in an appropriately functional manner.

The Finmatics-Software, including the Models, is operated in the data centers of Hetzner Germany and Microsoft Azure in Europe. We have concluded corresponding confidentiality and data protection agreements with these processors. It is ensured that no personal data or data subject to confidentiality obligations is disclosed to other Customers or processed for other purposes.

At the end of the contractual relationship or at the instruction of a Customer, the Documents of the respective Customer can be removed from the Finmatics-Software.

With the exception of backups and backup copies, personal data is therefore stored for no longer than the duration of the contractual relationship with the respective Customer.

8. To whom is personal data passed on?

Personal data is transmitted by us to the following recipients in the course of processing for the above-mentioned purposes and, if necessary, due to legal or official obligations:

- To our affiliated companies
- Service providers (especially IT service providers)
- In case of cause to legal representatives, notaries, courts and administrative authorities
- To banks and insurance companies if necessary

Insofar as personal data is processed by our service providers (processors), we ensure that they only process this data within the scope of our contract and for the respective purposes mentioned above.

9. Transfer to third countries

If the above-mentioned recipients of personal data are located outside the EEA and the EU Commission has not determined that the country in question has an adequate level of data protection, we will ensure that the transfer takes place on the basis of standard contractual clauses or otherwise in accordance with Articles 46, 47 or 49 GDPR.

10. What rights do data subjects have in relation to data processing?

Right to information

If we process your personal data, you have the right to information about the processing purposes, the categories of data processed, the recipients of this data, the storage period, the rights to which you are entitled, the origin of the data and the existence of automated decision-making.

Rectification and erasure

You are entitled to request the rectification of incorrect or incomplete personal data concerning you. You are entitled to request the erasure of personal data concerning you, provided that the processing of the personal data is not lawful and there are no legal obligations on our part to prevent erasure.

Restriction of processing

You are entitled to request the restriction of the processing of your personal data in certain cases.

Data portability

You are entitled to request the transfer of the personal data you have provided to us in a structured, commonly used and machine-readable format. You have the right to have the personal data transmitted directly from us to a controller, insofar as this is technically feasible.

Right to object

You have the right to object to the processing of personal data concerning you at any time on grounds relating to your particular situation. If you object, we will no longer process personal data concerning you unless we can prove that our reasons for processing outweigh your interests. You can object to the use of your data for advertising purposes at any time; in this case, we will stop processing your data for advertising purposes.

Withdrawal of consent

You have the right to withdraw the consent to processing of your personal data at any time. This does not affect the legality of the data processing carried out up to this point in time.

Complaint

If you believe that the processing of your personal data violates data protection law or that your data protection rights have been violated in any other way, you can lodge a complaint with the supervisory authority. In Austria, this is the Data Protection Authority, Barichgasse 40-42, 1030 Vienna (www.dsb.gv.at).

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