



Privacy Policy

Privacy Policy BigeDirect

Contact details:

BigeDirect SA
9, Rue du Laboratoire
L-1911 Luxembourg
legal@bigedirect.com

(hereinafter “BigeDirect” or “us”, “our”, “we”, and similar expressions)

In order to provide you with interactive Payment Initiation / banking information, BigeDirect collects, uses, and shares certain information about you. This policy explains what we collect, with whom we share it, and how you can interact with BigeDirect in order to ensure the accuracy of the data we collect, use, and share. The information BigeDirect collects from you helps BigeDirect better serve the online community by continually personalizing the electronic payment services BigeDirect provides. BigeDirect collects and maintains the following data:

Information that you provide to us:

BigeDirect receives and stores all information that you enter on our merchants billing pages. This includes;

Payment Initiation sign-up page: the URL you are purchasing goods or services from, your bank's IBAN number, your e-mail address, your first name, your last name, your date of birth, your phone number, your street address, your city, your zip code, the name of the person on the account, your agreement to be bound by BigeDirect' terms and conditions; You are obligated to provide BigeDirect with accurate and up-to-date information, and failure to provide BigeDirect with such information could void any Agreement between you and the merchant from where you are buying goods and/or services from. We use the information that you provide for such purposes as processing your purchase request, responding to customer service inquiries, loss prevention, improving our service, and allowing our clients to provide customer service and fulfill their obligations to you.

Information that we automatically receive:

BigeDirect receives and stores certain information whenever you download web pages or send us e-mail or forms. For example, we identify the numerical IP address assigned to your computer by your Internet Service Provider.

Protection of BigeDirect and third parties:

BigeDirect will release data when we believe the release is appropriate to comply with the law, enforce our Agreement, and protect the contract rights of our Clients. BigeDirect passes the following data to the owner/operator of the website from which you are purchasing goods and services utilizing BigeDirect Complete:

Payment Initiation sign-up page: the URL you are purchasing goods or services from, your e-mail address, your first name, your last name, your date of birth, your phone number, your street address, your city, your state, your zip code, the name of the person on the account, your agreement to be bound by the merchant's terms and conditions;

Policy Review and Maintenance

Change History

Issue Number	Issue Date	Details on the Changes
v1.1	December 2018	Approved
v1.2	November 2019	Approved
v1.3	September 2020	Approved

Who to contact to if you have any queries, questions, changes, or concerns?

Document Owner	Contact Details
Name:	Julien Marcelis
Position:	Head of Risk and Compliance
Email	Julien@bigedirect.com