

Confidentiality

Confidentiality commitment, information security and intellectual property

1. Our commitment

At ElêvaVisión, confidentiality is not a clause: it is a working condition. We sign non-disclosure agreements (NDAs) **before** receiving any technical documentation, CAD file or commercial information from the customer, and we maintain the highest standards of professional confidentiality throughout the project life cycle and after its completion.

2. The customer's intellectual property

All intellectual property in the customer's products remains 100% under their control, with full legal certainty. At the end of the project, the customer keeps as their own:

- All generated 3D models.
- The developed source code.
- The visual content created (images, animations, captures).
- Analytics and metrics data.

3. Security protocols

- Encrypted file transfer via VPN.
- Secure storage on European servers with ISO 27001 certification.
- Strict access control, limited to the project team.
- Automatic encrypted backups.
- Secure data deletion after project completion.
- GDPR-compliant retention policies.

4. Secure hosting

European infrastructure with security certifications, daily automatic backups, DDoS protection and SSL/TLS-encrypted communications in every environment.

5. Personal data protection

Elêva complies with the General Data Protection Regulation (GDPR) and Spanish Organic Law 3/2018 (LOPDGDD). Personal data provided through our forms is used exclusively to answer enquiries and establish the requested professional contact; it is not transferred to third parties or used for unsolicited commercial communications, and it is not kept for more than 2 years after the last contact. The rights of access, rectification, erasure, objection, portability and restriction can be exercised at info@elevavision.com. Complaints may be addressed to the Spanish Data Protection Agency (www.aepd.es).

6. Transparent contracts

Our contracts include detailed confidentiality clauses, a clear specification of intellectual property, quality and delivery-time guarantees, and transparent payment terms (40% on signature, 40% at version 0.9 and 20% on final approval).

7. Contact

For any enquiry regarding confidentiality, security or data protection:

- **Address:** Carrer Bofarull 3, 08027 Barcelona, Spain
- **Phone:** +34 651 15 32 85 (Mon-Fri, 9:00-18:00 CET)
- **Email:** info@elevavision.com
- **Web:** www.elevavision.com