

Privacy Policy

Orbius Communications ehf (“Orbius”, “we”, “us”, or “our”) is committed to protecting your privacy and ensuring the responsible handling of your personal information. This Privacy Policy describes how we collect, use, store, and protect your personal data in compliance with GDPR, and other applicable data protection laws.

Who We Are

Orbius Communications ehf

Laugavegur 19

101 Reykjavík, Iceland

support@orbius.com

What Data We Collect

We collect and process the following categories of business-related personal data:

- Name and last name
- Email address
- Company / Organization
- Enterprise delivery address
- Service line location
- Customer support interactions
- Any additional data voluntarily provided

We do not collect sensitive personal data (e.g., biometric, health, or political information).

How We Use Your Data

We only use your data for legitimate, lawful purposes:

- To respond to your inquiries
- To fulfill contractual obligations
- To process and ship orders
- To provide customer support
- To comply with legal and regulatory requirements
- To send updates about Orbius, when relevant and permitted

We do not sell your data or use it for third-party marketing.

Legal Basis for Processing (GDPR)

We process your data based on one or more of the following legal bases:

- Consent
- Contractual necessity
- Legitimate interests
- Legal obligations

How We Store and Protect Your Data

- All data is stored on secure servers protected by firewalls, encryption, and access controls.
- Access is restricted to authorized personnel.
- We monitor systems for vulnerabilities.

While we take robust measures, no system is 100% secure, and transmission over the internet is never fully risk-free.

Data Sharing

We may share your data with trusted third-party providers such as:

- Logistics and shipping partners
- CRM/email tools
- Legal and regulatory bodies

These parties act as data processors under confidentiality and security obligations.

Your Rights

Depending on your location, you may exercise the following rights:

- Access
- Rectification
- Erasure
- Restriction
- Objection
- Portability

To exercise your rights, email us at support@orbius.com

Data Retention

We retain personal data only as long as necessary to:

- Fulfill the purposes above
- Comply with legal obligations
- Resolve disputes

We routinely delete unnecessary data.

Cookies & Tracking

We do not currently use cookies, analytics scripts, or third-party trackers.

If this changes, we will update this policy and request consent as required by law (e.g., via cookie banners).

Third-Party Links

Our website may link to third-party services. We are not responsible for the privacy practices of those websites. We encourage you to review their privacy policies before sharing your data

Changes to this Policy

We may update this Privacy Policy from time to time. Any changes we make will be posted on this page, and the effective date will be revised accordingly. We encourage you to review this Privacy Policy periodically to stay informed about how we collect, use, and protect your personal information.

Contact

For questions or to exercise your rights, contact:

✉ support@orbius.com

📍 Orbius Communications ehf, Laugavegur 19, 101 Reykjavík, Iceland