



# NodeDen

IT Repair ja Refurbishment

## General Disclaimer

NodeDen provides repair and refurbishment services based on customer-provided information and diagnostics. All work is performed with the utmost care and confidentiality. However, due to the nature of electronic repairs, we cannot guarantee recovery of all data or full restoration in all cases.

## Data and Privacy

Clients are advised to back up all data before submitting a device for repair. NodeDen is not responsible for data loss during diagnostics or repairs. Devices are handled securely, and access is limited to authorized personnel. Passwords should be provided only when absolutely necessary and with explicit consent.

### Privacy & Data Agreement

We respect your privacy and only collect the minimum information needed to provide our services.

#### What data we collect:

- **Booking form:** email address, device/service details, and optionally preferred time.
- **Additional details:** if you contact us directly (by phone, email, or in person), we may add your name and phone number to your booking in our internal system to help us communicate with you.

#### Cookies:

Our website uses only essential cookies required for proper functionality.

#### How we use your data:

- To confirm and manage your booking.
- To communicate with you about your service.

- To comply with legal obligations (e.g., invoices).

### **How long we keep it:**

Booking-related information is kept for as long as necessary to provide the service and meet accounting/legal requirements.

### **Your rights:**

You can request access, correction, or deletion of your data by contacting us at [info@nodeden.ee](mailto:info@nodeden.ee).

We do not use your data for marketing, newsletters, or share it with third parties.

## **Analytics**

This website uses GoatCounter, a privacy-friendly analytics service.

- GoatCounter collects only anonymous usage statistics, such as page visits, browser type, and general location (country/region).
- No personal data (such as names, emails, or IP addresses) is stored.
- The information is used solely to understand website traffic and improve our services.

## **Liability**

While all care is taken in handling and repairing client devices, NodeDen shall not be held liable for incidental damage, further malfunction, or issues arising from prior tampering or damage not disclosed by the client. Clients accept this as part of our terms when submitting a device.

## **Terms of Service**

Work is typically done during evenings and weekends. Device handoff is arranged by appointment. Clients will be notified of progress through our status update system or by direct contact. Uncollected devices after 60 days may be recycled or used for parts at NodeDen's discretion.

## Bills and Billing

NodeDen provides services as a private individual freelancer and is not a VAT payer.

NodeDen can issue electronic invoices through Arved.ee. By agreeing to our services, you acknowledge and accept the following billing terms:

- Invoices are sent digitally via email after the service is completed or upon delivery of goods.
- Payment is due within 7 calendar days unless otherwise agreed.
- Accepted payment methods are bank transfer (SEPA) and cash; payment details will be included in the invoice or provided on request.
- Late payments may incur a reminder fee of €5 and/or statutory interest, as permitted by Estonian law.

Note: As a non-VAT payer, NodeDen does not charge VAT on invoices. Companies that are VAT-registered should handle any applicable VAT according to Estonian law.

### NodeDen

[www.nodeden.ee](http://www.nodeden.ee)

[info@nodeden.ee](mailto:info@nodeden.ee)

+372 5396 3407