LEGAL

Video strings supplement

Last updated: 5 November 2026

1. What this supplement is

1.1 This supplement adds to the Terms of Use and the Data processor agreement of Flipbase B.V. (Chamber of Commerce 69080860) for customers who use Video strings. It applies only to Video strings. Together, these three documents form the Agreement for Video strings.

1.2 Where this supplement and the Terms of Use or the Data processor agreement differ on Video strings, this supplement applies. On everything this supplement doesn't cover, the Terms of Use and the Data processor agreement apply as written.

1.3 Words with a capital letter mean what they mean in the Terms of Use and the Data processor agreement.

2. The service

2.1 Video strings lets Customer ask its own employees to record short videos about their work, one after the other: each colleague sees the videos before theirs and can pass the string on to the next. Flipbase adds Customer's branding and subtitles, Customer approves each video, and approved videos can be shown on Customer's careers site, in vacancies and on a share page per video.

2.2 Videos are recorded and played with the Flipbase recording and playback technology described in the Terms of Use.

3. Account and acceptance

3.1 Customer enters into the Agreement by creating an account and accepting this supplement, the Terms of Use and the Data processor agreement at sign-up. The person who signs up confirms that they may bind Customer.

3.2 Customer keeps its sign-in details secret and is responsible for what happens under the accounts of the people it adds to its organisation.

4. Plans and fees

4.1 The plan and price are those in the quote Customer accepted: Team at €2,999 a year (4 new video strings per month, up to 15 colleagues per video string) or Business at €6,999 a year (20 new video strings per month, up to 50 colleagues per video string), or the price agreed in that quote. Plans are billed yearly in advance, by invoice. All prices are in euros and exclude VAT.

4.2 A plan runs for one year from its start and is then renewed for another year, unless Customer cancels by email at least one month before the end of the year.

4.3 Plans differ in how many new video strings Customer can start per month, how many colleagues can record in one video string, how long a video can be, whether videos can be combined into a carousel, grid or one file, and how many people can use the dashboard, as described on the pricing page. A video string counts in the month it is started, also if it is archived or deleted later.

4.4 Article 6 of the Terms of Use (fees and payment) applies to invoicing and payment.

5. Customer's responsibilities

5.1 Taking part is voluntary for every employee. Customer does not pressure anyone to record a video and does not attach consequences to declining. Video strings does not show Customer who declined or who hasn't taken part.

5.2 Customer informs its employees about Video strings, as its own privacy obligations require, and involves its works council where the law requires that.

5.3 Customer does not use Video strings or its videos to assess, score or make decisions about employees.

5.4 Customer is responsible for the questions it asks, the videos it approves and where it publishes them.

6. Consent and the videos

6.1 Each colleague agrees, per channel (careers site, vacancies, social media and advertising), to where their video may be used. Video strings records that consent with the version of the text they agreed to. A video is only shown on channels with a valid consent.

6.2 Consent is valid for 12 months. After that the colleague is asked again; without an answer within 30 days, their videos are deleted. A colleague can withdraw at any time through their own link, and their videos are then taken offline.

6.3 Customer owns the videos its employees make for it. Flipbase may store, process, brand, subtitle and show them only to provide Video strings to Customer.

7. AI in Video strings

7.1 Video strings uses AI to suggest titles and questions, and to transcribe recordings for subtitles. Customer checks and can edit the subtitles before a video is published.

7.2 AI is never used to judge, score or profile the people in the videos.

8. Annex to the Data processor agreement

For Video strings, this annex adds to Annex 1 (Overview personal data) and Annex 3 (Overview sub processors) of the Data processor agreement. Customer is the Controller and Flipbase the Processor.

Categories of data subjects

- Customer's employees and colleagues who are invited to a video string, join through an open link, or are passed the string by a colleague
- The people in Customer's organisation who use the Video strings admin

Types of personal data

- video, including image and voice
- name, email address, job title, team and location, and any further fields Customer adds to its employee lists
- consent records: per channel, the text version agreed to, and when
- subtitles and transcripts of the recordings
- for admins: account details and sign-in data
- IP addresses and technical logs

Purposes of processing

- inviting colleagues, sending reminders and passing the string on
- recording, storing and playing the videos
- making branded versions and subtitles
- suggesting questions and titles with AI
- showing approved videos on the channels each colleague consented to
- recording, renewing and withdrawing consent
- security, and detecting misuse

Retention

Videos are kept as long as their consent is valid, as described in article 6.2 of this supplement, or until Customer deletes them. At the end of the Agreement, article 10 of the Data processor agreement applies.

Additional sub-processors for Video strings

Sub-processor	Which data is being processed?	In which countries is data being processed?	Does the processor store the processed data?
Supabase	Database and sign-in for Video strings: organisations, admins, employee lists, strings, consent records and video metadata	Ireland (AWS eu-west-1)	Yes, for as long as the Agreement runs, or shorter where this supplement says so
Vercel			

	Hosting the Video strings app and processing its requests	Frankfurt, Germany; requests pass through Vercel's network	No, apart from short-lived technical logs
Resend	Sending emails: invitations, reminders, sign-in and account emails	Ireland (EU region)	Email details and delivery logs, for a limited time
Amazon Web Services	Making the branded versions of approved videos, and storing them	Frankfurt, Germany	Yes, as long as the video is kept
Mistral AI	Transcribing recordings for subtitles (audio), and suggesting questions and titles (the string's title and goal)	European Union	No, used only to return the transcript or suggestion

The sub-processors in Annex 3 of the Data processor agreement also apply, for recording, storing and playing the videos.