

Documentación

Legal Information

Anonymous · 23/09/2026

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Introduction

Legal Information

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Legal Information

This section provides all legal documents governing the use of our services.

BillMySales is a software owned by **Derafu DEV SpA**, a company incorporated in Chile.

Sales and customer relationships are managed by two independent entities:

- In **Chile**, the service is commercialized by **SASCO SpA**, incorporated in Chile.
- In **Europe and the rest of the world**, the service is commercialized by **Derafu OÜ**, incorporated in Estonia.

Each company is solely responsible for its own commercial activities, contracts, and legal obligations within its respective jurisdiction.

Please review the following documents:

- [Terms of Service](#): Your rights and obligations when using BillMySales.
- [Privacy Policy](#): How we collect, use, and protect your personal data.
- [Cookie Policy](#): How we use cookies and similar technologies.
- [Service Level Agreement](#): Uptime, support, and service guarantees (for business customers).

For any legal inquiries, contact us at: ✉ legal@billmysales.com

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Terms of Service

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Terms of Service

By using our platform, you agree to these Terms of Service, which govern your use of our website, APIs, and software services.

BillMySales is a software owned by **Derafu DEV SpA**, a company incorporated in Chile.

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1. Definitions

- **BillMySales:** The software platform that automates electronic invoicing processes.
- **User:** Any individual or legal entity with an active account on BillMySales.
- **Data Source:** An external system (e.g. e-commerce, booking system, ERP) that provides order information to BillMySales.
- **Biller:** A third-party invoicing system that issues tax-compliant documents.
- **Webhook:** A notification mechanism from the data source to BillMySales.

- **Polling:** An automated process where BillMySales checks an external API periodically.
- **API:** Application Programming Interface used for system integration.
- **HTTPS:** Secure communication protocol for data transmission.

2. Service Description

BillMySales acts as a middleware between your data source and your invoicing system. It does not issue or store tax documents.

The service operates in one of two ways:

1. By receiving webhook notifications with new orders to invoice.
2. By polling the external system's API to retrieve pending orders.

The data source must support either method. The biller must provide an accessible API endpoint.

3. Subscription Plans

BillMySales requires a paid subscription. Basic plans are listed on www.billmysales.com, and additional plans may be available after account registration.

Each plan includes limits and features such as:

- Monthly order quota.
- API polling capability and frequency.
- Invoicing queue priority.
- Number of retry attempts.

4. Payment Terms

- All subscriptions are prepaid.
- Invoices are due within 10 calendar days of issuance.
- If payment is not received by the due date, service is automatically suspended the next day.

Refund Policy: No refunds are issued once access to the platform is granted, regardless of actual usage.

Late Payments: Unpaid invoices may incur a 50% annual interest rate. Charges apply as follows:

- **Before due date:** Pro-rata calculation, no interest.
- **After due date (not paid):** Pro-rata + interest.
- **After due date (paid late):** Full amount + interest per delayed day.

In case of prolonged inactivity, users may need to reactivate or subscribe again to resume service.

5. Order Quota Usage

The monthly order quota includes:

- Successfully invoiced orders.
- Orders that failed to invoice for any reason (e.g. API errors, misconfiguration).

The user is responsible for monitoring their own quota usage.

6. Technical Support

- Support is limited to the BillMySales platform.
- No support is provided for third-party data sources or billing systems.
- Support is only provided via ticketing to ensure proper follow-up and accountability.

7. Stored Data

Users must configure billing gateways that store sensitive integration data such as:

- API credentials.
- Access tokens or keys.
- Configuration parameters.

This information is stored securely and used exclusively to enable the service.

To stop using the service, simply delete your billing gateway and cancel payments.

8. Inactive Billing Gateways

Billing gateways that remain inactive (no processed orders) for **90 consecutive calendar days** will be deactivated automatically.

Users can reactivate gateways through the platform. Keeping gateways active is the user's responsibility.

9. Security and Privacy

- All communications are secured using HTTPS.
- Where supported, HTTPS is also used for communication with third-party systems.
- The platform uses cookies for performance analysis, not for behavioral tracking.
- Usage statistics may be collected to improve the service.

All data is hosted securely on Amazon Web Services (AWS) using best practices for data protection.

10. Disclaimer of Liability

BillMySales is not responsible for the correctness or accuracy of the data exchanged through the platform.

Users must:

- Validate input/output data.
- Ensure proper integration and configuration.
- Monitor the operation of billing gateways regularly.

Force Majeure: BillMySales is not liable for service failures caused by:

- DDoS attacks.
- Internet provider outages.
- External or government platform downtimes (e.g. SII in Chile).
- Malware or ransomware.

We will make reasonable efforts to resolve any service-related issue under our control.

11. Acceptance

By creating an account, subscribing, or using BillMySales in any way, you accept these Terms of Service in full.

If you do not agree, do not use the service.

12. Governing Law

These Terms shall be governed by and interpreted in accordance with the applicable law based on the user's location and the responsible commercial entity:

- For users located in **Chile**, the applicable law is the law of the **Republic of Chile**, and any dispute shall be submitted to the courts of **Santiago**.
- For users located in **Europe or any other country**, the applicable law is the law of the **Republic of Estonia**, and any dispute shall be submitted to the courts of **Estonia**.

If you are a consumer residing in the European Union, you may also be entitled to resolve disputes in your country of residence under applicable consumer protection laws.

Última actualización el 23/09/2026

Documentación » Legal Information » Privacy Policy

Privacy Policy

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Privacy Policy

Your privacy is important to us. This Privacy Policy describes how BillMySales collects, uses, stores, and protects your personal data when you use our platform.

BillMySales is a software owned by **Derafu DEV SpA**, a company incorporated in Chile.

Sales and customer relationships are managed by two independent entities:

- In **Chile**, the service is commercialized by **SASCO SpA**, incorporated in Chile.
- In **Europe and the rest of the world**, the service is commercialized by **Derafu OÜ**, incorporated in Estonia.

Each company is solely responsible for its own commercial activities, contracts, and legal obligations within its respective jurisdiction.

- [1. Data We Collect](#)
 - [From registered users:](#)
 - [From end-customers of our users:](#)
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- [3. Data Storage and Security](#)
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1. Data We Collect

From registered users:

We collect only the minimum personal data required to operate the platform:

- Full name.
- Email address.
- Account credentials.

Users may optionally provide business-related data for billing purposes (e.g. tax ID, legal entity name, business address).

From end-customers of our users:

As part of the invoicing process, we may temporarily process:

- Order details (products/services sold).
- Customer data (e.g. name, email, address).
- Tax-related information.

We do **not** use this data for any purpose other than fulfilling the invoicing operation requested by our users.

2. Legal Basis for Processing

We rely on the following legal bases under the **General Data Protection Regulation (GDPR)**:

- **Performance of a contract** (Article 6(1)(b)): to provide our services to users.
- **Compliance with a legal obligation** (Article 6(1)(c)): to generate and store tax-compliant documents.
- **Legitimate interest** (Article 6(1)(f)): to improve service reliability and performance.
- **Consent** (Article 6(1)(a)): for cookies and optional marketing tools (see section 6).

3. Data Storage and Security

All data is securely stored in **Amazon Web Services (AWS)** infrastructure located in **Ohio, United States**.

We apply strong technical and organizational measures, including:

- Encryption at rest and in transit.
- Secure access control to all systems.
- Isolation of tenant data via configuration.

Credentials (e.g. API keys, tokens) provided by users are stored encrypted and accessed only when strictly necessary to execute services.

4. Data Retention

We retain personal and transactional data for as long as necessary to provide our services and comply with applicable laws.

- Order data is kept for **7 to 60 days**, depending on the user's subscription plan.

- Metadata (e.g. totals, invoice numbers) may be retained longer for auditing purposes.
- User accounts that remain inactive for **90 days** will be deactivated.
- After **120 days** of inactivity, all data may be permanently deleted.

Users may also delete their account and associated data at any time through the platform or by submitting a request.

5. Your Rights (GDPR)

If you reside in the European Economic Area (EEA), you have the right to:

- Access your personal data.
- Correct inaccurate information.
- Delete your data.
- Object to or restrict processing.
- Request data portability.

To exercise these rights, please contact us at legal@billmysales.com

We will respond to all requests within the time limits required by law.

6. Cookies and Analytics

We use cookies to analyze platform usage and improve user experience.

- **Essential cookies**: required for the platform to function.
- **Analytics cookies** (e.g. Google Analytics): used only with your consent.
- **Marketing cookies** (e.g. Facebook Pixel): used only with your consent.

You will be asked to accept or reject non-essential cookies through a cookie banner on your first visit.

You can also adjust your preferences at any time.

7. Subprocessors

We use trusted third-party service providers (subprocessors) to deliver parts of our service:

- **Amazon Web Services (AWS)** – Hosting, storage and transactional email (United States).
- **Cloudflare** – CDN and website performance (global).

All subprocessors are bound by data protection terms and comply with applicable regulations.

8. International Data Transfers

As our infrastructure is hosted in the United States, data may be transferred outside the European Economic Area (EEA).

We rely on **Standard Contractual Clauses (SCCs)** approved by the European Commission, as part of the AWS [Data Processing Addendum](#), to ensure a high level of data protection.

9. Changes to This Policy

We may update this Privacy Policy as needed to reflect changes in our service or in data protection laws.

We will notify users of any significant changes via email or through the platform.

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Cookie Policy

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Cookie Policy

This Cookie Policy explains how BillMySales uses cookies and similar technologies to recognize you when you visit our website or use our platform. It explains what these technologies are and why we use them, as well as your rights to control their use.

- [1. What Are Cookies?](#)
- [2. Types of Cookies We Use](#)
 - [a. Essential Cookies](#)
 - [b. Analytics Cookies](#)
 - [c. Marketing Cookies](#)
- [3. How We Use Cookies](#)
- [4. Third-Party Cookies](#)
- [5. How to Control Cookies](#)
- [6. Legal Basis](#)
- [7. Updates](#)

1. What Are Cookies?

Cookies are small data files placed on your device when you visit a website. They are widely used to make websites work efficiently and provide information to the website owners.

2. Types of Cookies We Use

a. Essential Cookies

These cookies are strictly necessary to provide you with services available through our platform and to use some of its features. They cannot be disabled.

Examples:

- Session management.
- Authentication.
- Security.

b. Analytics Cookies

We use **Google Analytics** to understand how users interact with our website and platform. These cookies collect aggregated, anonymous data about usage patterns.

Analytics cookies are only activated with your **explicit consent**.

c. Marketing Cookies

We may use **Facebook Pixel** or similar technologies to measure the effectiveness of our advertising campaigns and to display relevant ads.

Marketing cookies are also used **only with your explicit consent**.

3. How We Use Cookies

- To remember your login and session preferences.
- To analyze website traffic and improve performance.
- To track the effectiveness of our marketing.

4. Third-Party Cookies

The following third-party services may set cookies on your device:

Provider	Purpose	Location of Processing
Google Analytics	Website analytics	United States
Facebook Pixel	Advertising	United States

Each provider is responsible for its own privacy practices. We recommend reviewing their privacy policies for more information.

5. How to Control Cookies

When you first visit our website, you will be presented with a cookie banner to accept or reject non-essential cookies.

You may also:

- Change your cookie preferences at any time using the **cookie settings** link (footer).
- Clear cookies from your browser manually.
- Configure your browser to block cookies entirely (may affect functionality).

6. Legal Basis

We use essential cookies based on our **legitimate interest** in operating a functional and secure service.

All non-essential cookies are used only based on your **consent**.

7. Updates

We may update this Cookie Policy as necessary to reflect changes in technology, law, or our practices.

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