

## Privacy Policy

### 1. General Provisions

This Privacy Policy describes how Vivichat processes users' personal data in order to provide services offered on the website under the domain [www.vivichat.me](http://www.vivichat.me) ("Services").

Users must read and explicitly agree to the processing of data described in this Privacy Policy before using the Services.

### 2. Purposes of Processing and Legal Basis

Vivichat will process the personal data of users of this website for the following purposes:

- Support, development, and management of the Services, as well as business relationships arising from the conclusion of agreements for the provision of products and/or services through this website. This includes operations related to customer management, including contracts, orders, and handling user inquiries.
- Responding to users' requests for information and/or inquiries, including technical support and assistance in using the Services.
- Informing users, including through electronic means, about Vivichat's products, services, and news. Users may withdraw their consent to receive such messages at any time.

If the user does not consent to the processing of their data for this purpose, they can notify Vivichat in writing or by checking the relevant box. Users can access the opt-out systems established on the website [www.vivichat.me](http://www.vivichat.me).

Refusal to accept this Privacy Policy means that all Services and content of the Vivichat website will not be provided, and the subscription process to the system will be interrupted or completed.

### 3. Categories of Data

The user must complete all mandatory fields of the forms with truthful, complete, and up-to-date information, except for data indicated as optional, as this data is strictly necessary for Vivichat to achieve the aforementioned purposes. Otherwise, Vivichat reserves the right not to provide the Services.

Users guarantee that the personal data provided is accurate and agree to notify any changes in this data by updating the information on the platform or informing Vivichat.

### 4. Automated Decision-Making

Vivichat informs users that by using the Services, they may be subject to automated decision-making, including profiling. The purpose of such processing is to ensure compliance with the purposes described above.

### 5. Recipients and Data Transfers

Data may be transferred to the following categories of recipients:

- Public authorities to comply with legal obligations and banking institutions to manage collections and payments. Payments are processed through third-party providers like Stripe, and Vivichat does not store users' payment details directly. Data may also be

transferred to the following categories of data processors: providers of electronic communications, office software, hosting, maintenance, management, accounting, auditing, consultancy, and legal services. These providers may be located outside the European Economic Area, in which case Vivichat will apply the appropriate safeguards in advance.

#### **6. Users' Rights**

Users have the right at any time to exercise their rights of access, rectification, erasure, restriction of processing, data portability, objection to automated decision-making (including profiling), and objection by contacting Vivichat and sending a written notice to the email address [legal@vivichat.me](mailto:legal@vivichat.me), attaching a copy of their identity document or other equivalent document identifying them as a user.

Users have the right to withdraw their consent at any time without affecting the lawfulness of processing based on consent before its withdrawal. Users also have the right to lodge a complaint with a supervisory authority.

#### **7. Vivichat as a Data Processor**

If the user acquires a license to use the Services, Vivichat will process certain personal data on behalf of the licensee (regardless of whether the licensee is the user themselves or a legal entity represented by the user). For these purposes, the user is considered the Data Controller, and Vivichat acts as the Data Processor.

#### **8. Data Security and Protection**

Vivichat has implemented the security measures provided for by data protection legislation and is committed to applying additional technical measures to prevent the loss, misuse, alteration, unauthorized access, and theft of personal data. Vivichat undertakes to use all information provided by registered users with the utmost confidentiality.

The use and transfer to any other app of information received through Google API will adhere to Google's User Data Policy, including the requirements of limited use.

#### **9. Changes to This Privacy Policy**

Vivichat reserves the right to modify this policy to adapt to new regulations, case law, and changes in industry and/or business practices.

If Vivichat decides to change its Privacy Policy, such changes will be posted on this page. The latest changes to this Privacy Policy were made on 24.10.2024.