

HeadChat Privacy Policy

1. Introduction

Welcome to HeadChat's Privacy Policy. We respect your privacy and are committed to protecting your personal data. This privacy policy will inform you how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

2. Important Information and Who We Are

Purpose of this Privacy Policy

This privacy policy aims to give you information on how HeadChat collects and processes your personal data through your use of this website, including any data you may provide through this website when you sign up to our newsletter, purchase a product or service, or take part in a competition.

Controller

HeadChat is the controller and responsible for your personal data (referred to as "we", "us" or "our" in this privacy policy).

Contact Details

Our full details are:

- **Full name of legal entity:** HeadChat
- **Email address:** info@headchat.io
- **Postal address:** Lermontovova 3, Bratislava, 811 05, Slovakia
- **Phone number:** +421 905 339 643

You have the right to make a complaint at any time to the supervisory authority. In Slovakia, this is the Office for Personal Data Protection (Úrad na ochranu osobných údajov Slovenskej republiky) (www.dataprotection.gov.sk). We would, however, appreciate the chance to deal with your concerns before you approach the supervisory authority, so please contact us in the first instance.

3. The Data We Collect About You

We may collect, use, store and transfer different kinds of personal data about you, which we have grouped together as follows:

- **Identity Data:** First name, last name, username or similar identifier.
- **Contact Data:** Billing address, delivery address, email address, and telephone numbers.
- **Financial Data:** Bank account and payment card details.
- **Transaction Data:** Details about payments to and from you and other details of products and services you have purchased from us.

- **Technical Data:** Internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Profile Data:** Your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- **Usage Data:** Information about how you use our website, products and services.
- **Marketing and Communications Data:** Your preferences in receiving marketing from us and your communication preferences.

We also collect, use, and share **Aggregated Data** such as statistical or demographic data for any purpose.

4. How Is Your Personal Data Collected?

We collect personal data through various methods, each serving a specific purpose and based on a lawful basis. Below is an overview of our data collection practices:

Processing Activity	Purpose	Category of Personal Data Processed	Lawful Basis	Retention Period	Recipient of Data
User Registration	To create and manage user accounts	Names, email addresses, passwords	Contractual necessity	As long as the user account is active, plus a period of 5 years for audit and legal purposes	Developer Team (for application development and maintenance purposes), Not Applicable (if data is not shared)
Payment Processing	To process and receive payments for services	Credit card details, billing addresses, purchase history	Legal obligation (for financial records and taxation)	7 years for compliance with tax and accounting laws	Commercial Team (if they use the data for business development, customer management, or sales activities)
Newsletter Subscription	To send users promotional and informational content	Email addresses, subscription preferences	Consent (users opt-in for newsletters)	Until the user unsubscribes from the newsletter	Not Applicable (data is not shared beyond its initial collection point)
HTTP Requests / Responses	To connect with the application, ensure network and information security, monitor unauthorized access attempts, protect	Logs (IP address, URLs, timestamps, user agent strings, etc.)	Contract / legal obligation	As long as the user account is active, and 1 year after the account was last used	Network administrator

Processing Activity	Purpose	Category of Personal Data Processed	Lawful Basis	Retention Period	Recipient of Data
	against fraud				
Navigating	Necessary for the functioning of the website	Cookies	Contract	For the session period (More details in the cookie banner)	Not applicable
Navigating	For analytics, advertising, etc.	Cookies	Consent	Retention period depends on the cookie (More details in the cookie banner)	Commercial teams
Registration Form	For registering to the website as a client / member	Email address	Contract	As long as the user account is active, and 1 year after the account was last used	Not applicable
Login Form	To log in to the created account	Email address	Contract	For the session period	Not applicable
Settings / My Profile	To modify personal data	First Name, Last Name, Email address	Contract	As long as the user account is active, and 1 year after the account was last used	Not applicable

5. How We Use Your Personal Data

We will not use your personal data for purposes other than those purposes described in this policy or disclosed to you. From time to time, we may request your permission to allow us to share your personal data with third parties. You can choose not to share your information with third parties. When you limit the ways we can use your personal data, some or all of the services may not be available to you.

6. Third-party services

We may share or collect your Personal Information in collaboration with our third-party service providers (“Partners”), including companies that assist with payment processing, business analytics, data processing, account management, and other services. We instruct these Partners not to use your Personal Information themselves or share it with another party not under a similar contract to provide service to us, and to only use your Personal Information for the specific services we have requested for us or on your behalf.

Name	Provider / Domain	Description
Analytics	Google LLC	Personal data is transferred to the USA. These transfers are protected by organizations self-certifying under the EU-US Data Privacy Framework.
Servers	Hetzner	Data is transferred to Finland and Germany, which has been recognized by the EU Commission as providing adequate data protection. Finland and Germany are part of the European Union, therefore no adequacy decision is needed from the EU.

7. Disclosure of Your Personal Data

We may share your personal data with the following categories of recipients:

- **Service Providers:** We may share your data with third-party service providers who assist us in providing our services, such as payment processors, cloud service providers, and data analytics companies.
- **Affiliates and Business Partners:** We may share your data with our affiliates and business partners in accordance with applicable laws.
- **Legal Compliance and Protection:** We may disclose your data if required to do so by law or in the good faith belief that such action is necessary to comply with legal obligations or protect our rights, property, or safety.

8. Data Security

We take the security of your personal data seriously and implement appropriate technical and organizational measures to protect it from unauthorized access, disclosure, alteration, or destruction. Some of the security measures we implement include:

- **Encryption:** We use HTTPS and TLS/SSL protocols to encrypt data transmitted between you and our servers.
- **Access Controls:** We enforce strict access controls to limit access to your data to authorized personnel only.
- **Data Minimization:** We only collect and process the minimum amount of personal data necessary for the purposes stated in this policy.

9. Your Rights

You have certain rights regarding your personal data, including the right to:

- **Access:** Request access to your personal data and obtain a copy of it.
- **Rectification:** Request correction of any inaccurate or incomplete data.
- **Erasure:** Request deletion of your personal data, subject to certain conditions.
- **Restriction:** Request the restriction of processing your data under certain circumstances.
- **Data Portability:** Request the transfer of your data to another service provider.
- **Objection:** Object to the processing of your data for direct marketing purposes.

- **Withdraw Consent:** Withdraw your consent to processing your data at any time.

To exercise any of these rights, please contact us at info@headchat.io.

10) Mandatory Data Provision

Certain personal data is required to fulfill our contractual obligations to you as a user of HeadChat. This includes, but is not limited to, your name, email address, payment information, and any other data necessary to create and manage your account, process payments, and provide our services. The provision of this data is necessary for the performance of the contract between you and HeadChat.

11) Consequences of Non-Provision

If you do not provide the required personal data, we will be unable to fulfill our contractual obligations, which means you will not be able to create an account, process transactions, or use the services provided by HeadChat.