

Privacy Policy

This Privacy Policy explains how eksperti.online (the “Service”) collects, uses, and protects personal data of its users (“Users”). By using the Service, you agree to this Privacy Policy.

Data We Collect

- **Contact Information:** We collect your email address and phone number, which are used for account access and communication.
- **Identifiers:** We collect a display name and profile photo (if you choose to provide one).
- **Profile Information:** Any details you voluntarily add to your profile – such as descriptions, specialties, portfolio items, or service locations – are stored as part of your profile.
- **Usage Data:** We gather information about how you interact with the Service. This includes, for example, profile views, favourites, search queries, and contact attempts.
- **Session Data:** We use authentication cookies or tokens to maintain your login session. These are strictly used for authentication and session security (we do not use cookies for tracking purposes).
- **Location Data:** To improve user experience, we may use your approximate city based on your IP address (this is not stored on our servers), or a location you provide, to filter and show relevant nearby specialists. This location data is used only for on-the-fly filtering and is not retained by the Service. This location may also be used to personalize content.
- **Technical Information:** We transmit certain technical details when you use the Service:
 - **Install ID** – a random identifier generated on your device. If you log in, we may associate it with your account to deliver important notifications (for example, security alerts). The Install ID is deleted or anonymized if you delete your account.
 - **Platform and App Version** – information about your platform (iOS/Android), OS version, and app version is transmitted with certain requests (for example, when retrieving in-app notifications). This data is not stored on our servers and is used solely to ensure proper functionality.

How We Use Data

We use the collected data for the following purposes:

- To create your account and manage User profiles.
- To display expert profiles and facilitate connections between clients and independent specialists.
- To provide authentication and maintain secure login sessions (using the session cookies/tokens mentioned above).
- To enable communication between clients and experts (for example, allowing clients to contact experts via the provided phone or email).
- To send essential service-related communications, such as verification messages, password reset emails, or important account notifications.
- To monitor and safeguard the platform’s integrity, and to improve Service functionality (for instance, understanding search patterns or profile views to enhance user experience).
- To deliver in-app notifications and ensure compatibility, using the Install ID and technical details described above.

We do not use your personal data for any marketing or advertising purposes, and we do not engage in any form of automated decision-making or profiling based on your data.

We may display occasional promotional banners inside the Service. Some of these banners may open external websites when tapped.

Data Sharing

- **No Sale or Unwarranted Sharing:** We never sell your personal data, and we do not share it with third parties for their own independent use or marketing. Your information stays within the Service’s ecosystem.

- **Service Providers:** The only instances where some data might be shared with external services are those necessary to operate the Service (for example, sending an email or SMS verification through our communication provider). In such cases, your data is used solely for that Service-related function and not for the provider's purposes.
- **Legal Requirements:** We may disclose personal data only if it is required by law or necessary to comply with a valid legal process (for example, a court order or official investigation).

Security

We take the security of personal data seriously. Some of the measures in place include:

- **Password Protection:** Account passwords are stored in a secure, cryptographically hashed form. This means we never store your actual password in plain text, and nobody (including our team) can read it.
- **Data Access Controls:** Sensitive data like your email and phone number are not recorded in any public logs and are accessible only within our secure Service infrastructure. We restrict and monitor access to personal data to ensure it is only used in accordance with this Policy.
- **Encryption & Safety:** We employ modern security practices and encryption protocols to protect data during transmission and storage.
- **Infrastructure:** User data is stored on secure servers. If data is processed or stored outside of your country or region (including outside the EU/EEA), we ensure that adequate safeguards are in place in compliance with applicable data protection laws, so your rights and protections travel with your data.

While we work hard to protect your information, please note that no system can be 100% secure. However, we continuously update our security practices to react to new threats and to keep your data safe.

User Rights

We respect your rights regarding your personal data:

- **Access and Portability:** You have the right to request information about the personal data we hold about you. You may also request a copy of this data in a portable format.
- **Correction:** If any personal information we have is incorrect or outdated, you have the right to update or correct it. You can edit most of your profile information at any time through your account settings.
- **Deletion:** You may request deletion of your account and personal data at any time. You can delete your account directly from the account settings within the app. Upon such a request, we will remove or anonymize your personal data (except for data we are obliged to keep for legal reasons) from our systems.
- **Withdrawal of Consent:** If we are processing any personal data based on your consent, you have the right to withdraw that consent at any time (this will not affect the lawfulness of processing before the withdrawal).
- **Objection and Restriction:** You can object to or ask us to restrict certain processing of your data in circumstances where applicable law provides for these rights. For example, you can opt out of any non-essential communications.

To exercise any of these rights, please contact us at our support email. We will respond in accordance with applicable data protection laws. Please note that fulfilling certain requests (such as deletion) might limit your ability to use the Service, since some data is essential for providing the Service.

Amendments

We may update or modify this Privacy Policy from time to time. If we make significant changes, we will notify users through the Service or via email. Key points to note:

- The latest version of the Privacy Policy will always be available at <https://media.eksperti.online/privacy.html> (or a successor URL). We encourage you to review it periodically.
- Continued use of the Service after a Policy update constitutes your acceptance of the revised Policy.

Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at support@eksperti.online. We will be happy to assist you and address any issues to the best of our ability.