

## PRIVACY POLICY

Confidentiality and security are fundamental values at ServiREACH and, as such, we are committed to guaranteeing User privacy at all times and never collecting unnecessary information. Below you will find all the necessary information about our Privacy Policy in relation to the personal data we collect, which covers the following:

- Who is responsible for processing your data
- Why we collect the data we request
- What is the legitimacy for data processing
- How long do we keep data for
- Who are the recipients of your data
- What are your rights

### 1. **Responsible Party:**

ServiREACH, S.A. (A62270129)  
Rambla Jaume Sàbat 4, 1º  
Sant Cugat del Vallès 08172 (Spain)  
[hello@servireach.com](mailto:hello@servireach.com)

### 2. **Purposes, legitimacy and storage of processed data that we receive:**

- **REGISTRATION FORM:**
  - **Purpose:** Registers you as a user and allows you to access the services related to the application and will ensure you are informed of our activities, products and services, as well as sending you commercial communication about our products and services including via electronic means (Email, SMS, WhatsApp), if you tick the accept checkbox.
  - **Legitimacy:** The user's consent when registering through our registration form and indicating that they agree to receiving information.
  - **Retained:** Up until the user requests that their data be deleted and otherwise retained in accordance with legally established time periods.
- **SENDING EMAILS:**
  - **Purpose:** Respond to your requests for information, respond to your requests and respond to your queries or doubts.

- **Legitimacy:** The user's consent when requesting information via our email address.
- **Retained:** Until your request has been resolved or answered via email, if no further process has been generated.

### **Obligation to provide us with your personal data and consequences for not doing so.**

A minimum age of 14 years is required when providing data, or where appropriate, the person must have sufficient legal capacity to register for services.

The personal data requested is necessary to manage your registration requests and/or provide you with any services you may purchase, so if you do not provide this data to us, we will not be able to serve you correctly or provide you with the service you have requested.

### **3. Data recipients**

Your data is confidential and will not be transferred to third parties, unless there is a legal obligation to do so.

### **4. Rights related to your personal data**

Anyone can withdraw their consent at any time, in the case that consent has been granted for the processing of their data. In no case does the withdrawal of this consent signify that the subscription contract or the relationships previously generated have been executed.

Likewise, you are able to exercise the following rights:

- Request access to your personal data or rectification when data is inaccurate.
- Request its deletion when, among other reasons, the data is no longer necessary for the purposes for which it was collected.
- Request limits to how your data is processed in certain circumstances.
- Oppose the processing of your data for reasons related to your particular situation.
- Request the portability of your data in the cases provided for in applicable regulations.
- Other rights recognized in the applicable regulations.

Where and how to make requests related to your Rights: In writing, addressed to the responsible party via their postal or electronic address (indicated in section 1), with "Personal Data" as the subject heading, specifying the exact right to be exercised and the related personal data.

In case of discrepancies with the company in relation to the processing of your data, you can file a claim with the Data Protection Authority ( [www.agpd.es](http://www.agpd.es)).

### **5. Cookies**

This website only uses technical, personalization and analysis cookies which are its own and those of third parties (Google Analytics), and in no case is personal data or browsing habits processed or collected for advertising purposes.

Therefore, when accessing our website, in compliance with article 22 of the Law on Information Society Services, when processing analysis cookies, we have requested your consent for their use and provided information about cookies, which in any case, will be installed after a reasonable period of time that the user has had time to decide whether to give their consent or not.

## **6. Personal data security**

In order to safeguard the security of your personal data, we have adopted all the necessary technical and organizational measures to guarantee the security of the supplied personal data from alteration, loss, and unauthorized processing or access.

## **7. Data up to date**

It is important that in order for us to keep your personal data up-to-date, you inform us whenever there has been any change to your details, otherwise, we are not responsible for their veracity.

We are not responsible for your privacy related to any personal data that you may provide to third parties through the links available on our website.

This Privacy Policy may be modified to adapt to changes that occur on our website, as well as any legislative or jurisprudential changes related to personal data, so it is necessary to read this policy each time you provide us with your data through this website.