

Privacy Policy

To comply with current data protection regulations, we provide detailed information about the processing of your data.

Data Controller

Netgrove Solutions LTD (hereinafter, "the Company") is the entity responsible for managing your data. For any inquiries regarding how your data is processed, you can contact us via email at **info@ravizu.com** or by sending correspondence to **Agias Zonis,1 Nicolaou Pentadromos Center, Limassol, Cyprus**.

Information We Collect

During your interaction and registration on our portal, we may collect the following personal data:

- Email address
- First and last name
- Date of birth
- Bank card number
- Data related to your device (model, operating system version, unique identifier, etc.)
- Server information derived from your browsing (IP address, browser type, access date and time, browser language, etc.)

Purpose of Data Processing

The Company uses the collected information to manage and optimize the operation of the contracted service. The processing of your data is essential to fulfill contractual obligations and provide you with a personalized experience.

Additionally, this data may be used to send communications related to the service, such as updates, security notifications, and other relevant notices.

Possible Transfers to Third Parties

Your data may be shared with third parties under the following circumstances, always with the appropriate legal guarantees:

- **Public Authorities:** To comply with legal obligations arising from the Company's activities.
- **External Auditors:** Companies responsible for accounting audits, in compliance with regulations and legal requirements.
- **Law Enforcement:** When there is a legal obligation to provide information to the competent authorities.
- **Suppliers:** Companies that collaborate in providing the service, after signing confidentiality and data processing agreements.

If a data transfer to a different recipient is anticipated, you will be informed in advance.

Data Retention Period

Personal data will be stored for as long as the relationship with the Company is maintained. Once this relationship ends, the data will be retained for the applicable legal statute of limitations and, after that period, will be deleted or appropriately anonymized.

User Rights

You have the right to access, rectify, limit, delete, and object to the processing of your data. You can contact the Company using the postal address or email provided above to exercise these rights.

If you believe that your rights or the applicable regulations have been violated, you can also file a complaint with:

- The Company itself, through the established contact channels.
- The data protection regulatory authority, either through its website or postal address.

Security Measures

The Company adopts all necessary technical and organizational measures to ensure the security of your data, protecting it against unauthorized access, alterations, disclosure, or destruction. These measures include, among others, data encryption and access control.

In certain situations, international data transfers may occur. In such cases, appropriate protective

mechanisms will be ensured following the applicable regulations.

Contact and Additional Information

For any questions, requests, or comments regarding the processing of your data, please do not hesitate to contact us via email at **info@ravizu.com** or at the address **Agias Zonis,1 Nicolaou Pentadromos Center, Limassol, Cyprus**.