

Privacy Policy

1. General terms

ALTERMAIL OU (hereinafter – Altermail), registration number 16285080, registered under the laws of the Republic of Estonia, with its legal address: Harjumaa, Tallinn linn, Veskiposti tn 2-1002, 10138, has developed this Privacy Policy to inform persons visiting and registering on Altermail website <https://altermail.co> (hereinafter – Website) as its clients, including representative of the client, if the client is a legal entity (hereinafter – Client) and who use the services provided by Altermail via the Website (hereinafter – Services), on the collection, use and transfer of their personal data to third parties.

If you have any questions regarding the Privacy Policy of Altermail or if you wish to obtain additional information on how to exercise the rights specified herein, you can contact Oskars Jepsis (oskars@altermail.co) by writing an email to. Additional contact information is available on the Website.

Altermail does not intentionally collect any personal data from Clients. However, there might be cases when Clients voluntarily, on their sole discretion and based on their own intent, provide personal data to Altermail by using their personal data in the username or in Support chat.

In such cases Altermail strives to ensure appropriate technical and organizational measures to protect the Client’s data, to process data in accordance with applicable legislation and to provide transparent data protection rules. This Privacy Policy outlines the data processing activities carried out by Altermail in respect to Clients who are natural persons.

2. Categories of the Client’s personal data Altermail might process

Only in cases Clients voluntarily disclose and provide their personal data via username or via Support chat Altermail might process:

- **contact data** such as - the Client’s email address.

3. Legal basis and purposes of processing personal data

Altermail must have a legal basis for using the Client’s personal data. The legal basis are one of the following:

3.1 Performance of services

As indicated above, Altermail does not ask Clients to provide any personal data.

However, if the Client provides personal data voluntarily, Altermail will process his or her personal data in order to provide the Services.

The main purpose of the processing of the Client’s personal data by Altermail is to provide Services to the Client.

Examples of purposes for processing include, but are not limited to:

- to give access to the Website by means of registration and indication of the username.

4. Manners of information collection

Altermail does not collect personal data and the only way Altermail can receive it is if it is provided to Altermail by the Client voluntarily.

5. Transfer of information to third parties

Altermail does not share Client's personal data with any third parties.

6. Geographical area of processing

Altermail will process the Client's personal data within the European Union/ European Economic Area (hereinafter – EU/ EEA) or outside of it using Storj.io decentralized servers (<https://www.storj.io/privacy-policy>)

Altermail does not transfer personal data outside the EU/EEA.

7. Where and how Altermail stores your information

All information the Client provides to Altermail is stored securely on Altermail's servers or servers of its partners. The information is encrypted.

The access to the Client's personal information within Altermail is limited to only those employees who have a good business reason to access or know this information. This is achieved through both technical solutions and physical access rights, as well as proper training and education of Altermail's employees who have built appropriate safeguards.

8. Length of retention of information

All Client related information is kept until the data is no longer necessary to provide Services.

9. Client rights related to personal data

Altermail respects Client's rights to access, manage and control the personal data that Altermail processes. Once Altermail receives a request from the Client to exercise any of the rights listed below, Altermail will review the said request and provide a response without undue delay and in any event within one month of receipt of the request. According to the data protection legislation this time period may be extended if the request is complex or if due to the amount of received requests Altermail cannot prepare a reply within the previously set time limit. In this case Altermail informs the Client about the extension of the time limit for preparing a reply to the request and indicates the specific term for preparing a reply.

Should the Client wish to exercise any of the rights listed below, the Client can do so by submitting a request in one of the following ways:

- by sending an electronic request to info@altermail.co;
- by sending a signed request to info@altermail.co.

An authorized person can submit a request on behalf of the Client, provided that a valid power of attorney is enclosed with the request.

The Client has the right to access the personal data free of charge. However, if the requests are manifestly unfounded or excessive, Altermail retains the right to charge a reasonable fee or to refuse to act on the request.

Below is a summary of Client's specific rights.

9.1. Right of access

The Client is entitled to receive information on whether or not Altermail processes the Client's personal data, and, if Altermail processes said personal data, and to request a copy of the Client's personal data undergoing processing.

The Client has the right to obtain the following information:

- purposes of the processing;
- categories of personal data being processed;
- personal data recipients or categories of such recipients;
- length of time the data will be stored (or criteria for determining the period);
- Client's rights in connection to the data processing;
- available information on the data source (if the personal data was not obtained from the Client);
- existence of automated decision-making.

9.2. Right to rectification, to the extent possible

The Client is entitled to request Altermail to rectify the Client's inaccurate or incorrect personal data.

9.3. Right to erasure, to the extent possible

The Client is entitled to request Altermail to erase the Client's data. This right can be exercised if one of the following grounds apply:

- purposes of the processing have been reached;
- personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- Client withdraws the given consent;
- Client objects to the processing;
- personal data has been unlawfully processed;
- personal data has to be erased for compliance with a legal obligation.

9.4. Right to the restriction of processing

The Client is entitled to request Altermail to restrict processing.

Upon restricting the processing of the Client's personal data, Altermail will only process the Client's personal data after receiving consent from the Client, or for the protection of the rights of another natural or legal person, or for reasons of important public interest. This does not apply to storing personal data.

9.5. Right to object to the processing of personal data

The Client is entitled to object to the personal data processing activities.

9.6. Right to data portability, to the extent possible

The Client is entitled to request Altermail to receive and transfer the Client's personal data to the Client or another data controller. The Client can exercise this right insofar as the data has been provided by the Client based on consent or a contract and the processing is carried out by automated means.

9.7. Right to withdraw consent

The Client is entitled to withdraw previously given consent at any time. However, this will not affect the lawfulness of any processing carried out before the Client withdraws his/ her/ its consent.

9.8. Right to submit a complaint to the national personal data protection authority

In case of any uncertainty related to the Client's personal data, the Client is welcome to contact Altermail and the Client will be provided with an answer or to find a solution for his/ her/ its issue. However, if the Client believes Altermail cannot find the solution, the Client is entitled to submit a complaint to the national personal data protection authority regarding data processing activities conducted by Altermail.

9.9. Right to contact Altermail and obtain additional information on the processing of personal data.

The Client is entitled to contact Altermail and to obtain additional information regarding personal data processing activities.

10. Changes in the Privacy Policy

Altermail has the right to make changes to the Privacy Policy at any time by posting them on the Website. Any version of the Privacy Policy that is published on the Website replaces all previous versions of the Policy and takes effect immediately upon posting or from the effective date as indicated.