

PRIVACY POLICY

Effective Date: 26.11.2025 **Last Updated:** 26.11.2025

Introduction

Welcome to Petmatch! We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how SABCOM ("we," "us," or "our") collects, uses, shares, and safeguards your data when you use the Petmatch platform, website (petmatch.pl), and mobile applications (Android and iOS).

By using Petmatch, you agree to the practices described in this policy. Please read it carefully.

1. Data Controller

Company Name: SABCOM **Address:** Ostródzka 62F, 03-289 Warsaw, Poland **Contact Email:** support@petmatch.pl **Website:** https://petmatch.pl

For any questions about how we process your personal data, please contact us at the email address above.

2. Your Rights Under GDPR

As a user located in the European Union, you have the following rights:

- **Right to Access:** Request access to your personal data and obtain a copy
- **Right to Rectification:** Request correction of inaccurate or incomplete data
- **Right to Erasure ("Right to be Forgotten"):** Request deletion of your account and personal data
- **Right to Restriction:** Request limitation of how we process your data
- **Right to Data Portability:** Request transfer of your data to another service
- **Right to Object:** Object to processing based on legitimate interests or for direct marketing
- **Right to Withdraw Consent:** Withdraw consent at any time for consent-based processing

To exercise these rights, contact us at support@petmatch.pl. We will respond within 30 days.

If you believe your data is being processed unlawfully, you may lodge a complaint with your local data protection authority.

3. Information We Collect

3.1 Information You Provide

When you create an account and use Petmatch, we collect:

Account Information:

- First name and last name
- Email address
- Date of birth (to verify you are 18+)
- Password (stored as encrypted hash)
- Phone number (optional, for verification)

- Gender

Profile Information:

- Biography/bio text
- Profile photos (up to your subscription limit)
- Interests and hobbies
- Match intentions (friendship, playdates, walking)
- Social media handles (Instagram, Facebook, TikTok - optional)

Pet Information:

- Pet photos, names, breeds, ages, and descriptions
- Pet characteristics and preferences

Location Information:

- City, country, and postal code
- Approximate geographic coordinates (latitude/longitude) for matching purposes
- Search radius preferences

Preferences:

- Age range preferences for matches
- Maximum distance for matches
- Notification preferences
- Privacy settings

Payment Information:

- Billing name and address (for subscription purchases) are processed by Stripe and not stored on our servers
- Payment card details are processed by Stripe and not stored on our servers

3.2 Information Collected Automatically

Usage Data:

- Pages visited, features used, time spent on platform
- Device information (device type, operating system, browser type)
- IP address and general location (city/country level)
- Swipe history, matches, messages (to provide the service)
- Session information via cookies

Cookies and Similar Technologies: We use the following types of cookies:

- **Essential Cookies:** Required for authentication (JSESSIONID session cookie, JWT tokens)
- **Analytics Cookies:** To understand how users interact with our platform (optional, can be disabled)
- **Preference Cookies:** To remember your settings and preferences

You can control cookies through your browser settings.

4. How We Use Your Information

We process your personal data for the following purposes:

4.1 To Provide Our Services (Legal Basis: Contract Performance)

- Create and manage your account
- Enable profile creation and matching with other users
- Facilitate messaging between matched users
- Process subscription payments and manage premium features
- Provide customer support

4.2 To Improve and Personalize Your Experience (Legal Basis: Legitimate Interest)

- Show you potential matches based on your location and preferences
- Recommend content and features you might enjoy
- Analyze usage patterns to improve our platform
- Conduct research and development

4.3 For Safety and Security (Legal Basis: Legitimate Interest & Legal Obligation)

- Verify your identity and prevent fraud
- Detect and prevent spam, abuse, and violations of our Terms of Service
- Respond to legal requests and prevent harm
- Enforce our policies and protect our legal rights

4.4 For Marketing (Legal Basis: Consent)

- Send promotional emails about new features and offers (only if you opt in)
- Display personalized content (only if you opt in)

You can opt out of marketing communications at any time through your account settings or by clicking "unsubscribe" in our emails.

5. Information Shared with Other Users

Important: We limit what other users can see to protect your privacy.

What Other Users CAN See:

- **First name only** (not your last name or email)
- Age (calculated from date of birth, but not exact birthdate)
- Biography and interests
- Profile photos
- Pet information (photos, names, breeds, descriptions)
- General location (city/country, approximate distance from them)
- Social media handles (only if you choose to add them)
- Whether you're currently online (if enabled in settings)

What Other Users CANNOT See:

- Your last name
- Your email address
- Your phone number
- Your exact geographic coordinates
- Your home address or postal code
- Any information you don't choose to share

You can control visibility of certain information (age, distance, online status) through Privacy Settings in your account.

6. Information Shared with Third Parties

We do NOT sell your personal data to anyone. We only share data with the following service providers under strict data protection agreements:

6.1 Essential Service Providers

- **Google Cloud Platform:** Hosting and photo storage (EU data centers)
- **MongoDB Atlas:** Message storage (EU data centers)
- **Redis Labs:** Session and cache management (EU data centers)
- **Stripe:** Payment processing for subscriptions (PCI-DSS compliant)

6.2 Authentication Providers (Optional)

- **Google OAuth2:** If you sign in with Google
- **Facebook OAuth2:** If you sign in with Facebook
- **Instagram OAuth2:** If you sign in with Instagram

These providers may receive basic profile information (name, email) only when you choose to use their login services.

6.3 Email Service Provider (Optional)

- Email notifications are sent via Google Mail when enabled
- You can disable email notifications in your settings

6.4 Analytics (Optional)

- We may use analytics tools to understand platform usage
- Analytics data is anonymized and aggregated
- You can opt out of analytics tracking

7. International Data Transfers

All user data is stored in the European Union. We use EU-based data centers for:

- PostgreSQL database (primary data)
- MongoDB database (messages)
- Redis cache
- Google Cloud Storage (photos)

We do NOT transfer your data outside the EU. In the limited cases where third-party services operate globally (e.g., Stripe payment processing), they comply with GDPR through:

- EU-US Data Privacy Framework certification
- Standard Contractual Clauses (SCCs)
- Adequacy decisions by the European Commission

8. Data Retention

We retain your personal data only as long as necessary:

Data Type	Retention Period
Active account data	Until you delete your account
Deleted account data	30 days (for account recovery)
Financial records	7 years (legal requirement)
Chat messages	Until you or match deletes them
Analytics data	26 months (anonymized)
Support tickets	3 years after resolution

After account deletion, we permanently erase all personal data except:

- Financial records (legal requirement)
- Data required to prevent fraud and abuse
- Anonymized analytics data

9. Account Deletion

You have the right to delete your account at any time.

How to Delete Your Account:

Option 1: In-App (Mobile or Web)

1. Go to Settings → Account Settings
2. Scroll to "Delete Account"
3. Confirm deletion and provide optional feedback
4. Your account will be permanently deleted within 48 hours

Option 2: Via Website Visit <https://petmatch.pl/settings> and follow the instructions

Option 3: Email Request Email us at support@petmatch.pl with the subject "Account Deletion Request"

What Happens After Deletion:

- Your profile is immediately hidden from all users
- All personal data is permanently erased within 30 days
- Matches and messages are deleted

- Subscription is cancelled (no refunds for partial periods)
- You cannot recover your account after deletion

10. Data Security

We implement industry-standard security measures to protect your data:

Technical Safeguards:

- SSL/TLS encryption for all data in transit (HTTPS)
- Encrypted passwords using BCrypt hashing
- Encrypted storage for sensitive data at rest
- Secure API authentication using JWT tokens
- Regular security audits and vulnerability testing

Organizational Safeguards:

- Access controls limiting who can view personal data
- Employee training on data protection
- Data processing agreements with all service providers
- Incident response procedures

However, no method of transmission or storage is 100% secure. If you discover a security vulnerability, please report it to [INSERT SECURITY EMAIL].

11. Children's Privacy

Petmatch is NOT intended for users under 18 years of age.

We do not knowingly collect personal information from anyone under 18. If you are a parent or guardian and believe your child has provided us with personal data, please contact us immediately at support@petmatch.pl, and we will delete their account.

By using Petmatch, you confirm that you are at least 18 years old.

12. Cookies and Tracking Technologies

What Cookies We Use:

Cookie Type	Purpose	Duration
JSESSIONID	Session authentication	Session (deleted when browser closes)
JWT Token	API authentication	24 hours
Remember Me	Keep you logged in	7 days (optional)
Preferences	Remember your settings	1 year
Analytics	Understand usage patterns	26 months

Managing Cookies:

You can control and delete cookies through your browser settings:

- **Chrome:** Settings → Privacy and Security → Cookies
- **Firefox:** Settings → Privacy & Security → Cookies
- **Safari:** Preferences → Privacy → Cookies
- **Edge:** Settings → Cookies and site permissions

Disabling essential cookies may prevent you from using certain features of Petmatch.

13. Your Privacy Choices

You can control your privacy through your account settings:

Profile Visibility:

- Show/hide your age
- Show/hide distance from other users
- Show/hide online status

Notifications:

- Enable/disable push notifications
- Enable/disable email notifications
- Set quiet hours for notifications

Data Sharing:

- Control which social media handles are visible
- Choose which photos are displayed

Marketing:

- Opt in/out of promotional emails
- Opt in/out of product update emails

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal, operational, or regulatory reasons.

When we make changes:

- We will update the "Last Updated" date at the top
- We will notify you via email or in-app notification
- Continued use of Petmatch after changes constitutes acceptance

We encourage you to review this Privacy Policy periodically.

15. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Email: support@petmatch.pl **Address:** SABCOM, Ostródzka 62F, 03-289 Warsaw, Poland **Website:** <https://petmatch.pl/#contact>

For data protection inquiries, please allow up to 30 days for a response.

Appendix: Google Play Data Safety Disclosure

This section summarizes the information disclosed in our Google Play Data Safety form:

Data Collected and Shared

Personal Information:

- Name (first and last)
- Email address
- Date of birth
- Phone number (optional)

Location:

- Approximate location (city/country level)

Photos and Videos:

- Profile photos
- Pet photos

Messages:

- In-app chat messages between matched users

App Activity:

- Swipe history, matches, preferences

Financial Information:

- Purchase history (subscriptions)
- Payment information (processed by Stripe, not stored by us)

How Data is Used:

- App functionality (matching, messaging, profiles)
- Personalization (showing relevant matches)
- Fraud prevention and security
- Customer support

Data Sharing:

- Data is shared with service providers (hosting, payments)
- User profile information (first name, photos, bio) is visible to other users
- We do NOT sell data to third parties

Security:

- Data is encrypted in transit (HTTPS/TLS)
- Data is encrypted at rest
- All data stored in EU data centers

Account Deletion:

- Available in Settings → Account Settings → Delete Account
- Also available at <https://petmatch.pl/settings>
- Data permanently deleted within 30 days

This Privacy Policy is effective as of 26.11.2025 and applies to all users of Petmatch.