

Privacy Policy and Personal Data Protection (English)

1. General Provisions

Chisto Cyprus LTD, duly registered and operating under the laws of the Republic of Cyprus (hereinafter referred to as the “Company”, “we”, “us”), respects the right to privacy and is committed to protecting the personal data of all users.

This Privacy Policy explains how we collect, use, store, disclose, and protect personal data of users of our website, mobile applications, and services (collectively, the “Website” or “Service”).

This Policy is prepared in accordance with **Regulation (EU) 2016/679 (GDPR)**, the Cyprus data protection legislation, and other applicable EU laws.

By using the Website or Service, you confirm that you have read and agreed to this Privacy Policy.

2. Definitions

- **Personal Data** means any information relating to an identified or identifiable natural person.
- **Processing** means any operation performed on personal data, such as collection, storage, use, disclosure, or deletion.
- **User** means any individual who accesses or uses the Website or Service.

3. Personal Data We Collect

3.1 Data provided by the user

- full name;
- phone number;
- email address;
- cleaning service address;
- any other information voluntarily provided by the user.

3.2 Usage Data

- IP address;
- device type, browser, and operating system;
- visit date, time, and duration;
- pages visited and referral source.

3.3 Cookies

We use cookies and similar technologies to improve functionality, analytics, and user experience. Users may manage cookie settings in their browser.

4. Purposes of Processing

Personal data is processed for the following purposes: - providing and managing cleaning services; - communication with users and handling requests; - improving service quality; - compliance with legal obligations; - marketing communications (with user consent); - analytics and statistical purposes.

5. Legal Grounds for Processing

We process personal data based on: - user consent; - performance of a contract; - compliance with legal obligations; - legitimate interests of the Company.

6. Data Sharing

We may share personal data with: - service providers and contractors involved in service delivery; - public authorities when required by law; - third parties with the user's consent.

We do not sell personal data to third parties.

7. Data Retention and Security

Personal data is stored only as long as necessary for the stated purposes or as required by law.

We apply appropriate technical and organizational measures to protect personal data.

8. User Rights

Under GDPR, users have the right to: - access their personal data; - request correction or deletion; - restrict or object to processing; - withdraw consent at any time; - lodge a complaint with a supervisory authority.

9. Contact Details

Chisto Cyprus LTD

Email: chisto.cleaning.cy@gmail.com

10. Changes to this Policy

We may update this Privacy Policy from time to time. The updated version becomes effective upon publication on the Website.