

Privacy Policy

Lift Access (Elevator Limitation Access) — Effective date: 8 August 2026

Template prepared for the app owner. This is not legal advice; review and adapt it to your circumstances before publishing.

This Privacy Policy explains how Durim Panxha ("we", "us") handles personal information in connection with the mobile application Lift Access (Elevator Limitation Access) (the "App"). The App is a private tool used by authorised operators to remotely control elevator access panels.

Who we are

The App and this policy are provided by Durim Panxha. For any privacy question or request, contact us at durim.panxha1@gmail.com.

Information we collect

Account information

- Email address, used to create your account and sign you in.
- Authentication data managed by our identity provider (Amazon Cognito), including a securely stored password credential. We never see or store your password in plain text.

Usage and activity

- Commands you send (for example, opening a relay), with timestamps, kept as an activity history on your device and, where applicable, on the connected panel.
- Elevator and output configuration you create (names, zones, schedules).

Technical and connection information

- Network and device information needed to establish a secure connection, such as IP address and connection status.
- Status information reported by your elevator control panels (for example, connectivity and relay state).

How we use information

- To authenticate you and provide the App's core function — controlling and monitoring your elevator panels.
- To keep the service secure, detect misuse, and troubleshoot problems.
- To communicate with you about your account or support requests.

Legal bases

Where applicable law (including the EU/EEA GDPR) requires a legal basis, we rely on performance of our agreement with you (to provide the App) and our legitimate interests in operating and securing the service.

Where data is stored and how it is protected

- The App connects to cloud infrastructure hosted on Amazon Web Services (AWS) in the EU (Stockholm / eu-north-1 region).
- Communication between the App, the cloud, and the panels is encrypted in transit using TLS.

- Sign-in is handled by Amazon Cognito. Credentials on the device are held in the operating system's secure storage (keychain).

Sharing

We do not sell your personal information and we do not share it for advertising. We use service providers (such as AWS) that process data on our behalf to run the service. We may disclose information if required by law or to protect the safety and security of the system.

Retention

We keep account and configuration data for as long as your account is active or as needed to provide the service. You may request deletion of your account and associated personal data at any time (see 'Your rights').

Your rights

Depending on your location, you may have the right to access, correct, or delete your personal information, and to object to or restrict certain processing. To exercise any of these rights, email us at durim.panhxa1@gmail.com and we will respond within a reasonable time.

Children

The App is a professional access-control tool and is not directed to children. We do not knowingly collect personal information from children.

Changes to this policy

We may update this policy from time to time. Material changes will be reflected by updating the effective date above.

Contact

Durim Panxha

Email: durim.panhxa1@gmail.com