

Knowledge Base: Cyber-hotline.com

Tier : Root

Document ID: A00A2

Document Type : Admin

Document Title: Data Privacy Policy

Cyber-hotline.com Privacy Policy

Effective Date: January 21, 2025

This Privacy Policy outlines how we manage your personal data across our website, chatbot, communication platforms, online services, and social media channels.

How We Use Your Information

We use your personal data to deliver services, comply with obligations, and improve your experience:

- 1. Transaction Processing: To handle payments or verify financial transactions, including fulfilling obligations for products or services we provide.**
- 2. Service Requests: To deliver the information or support you request, such as responding to inquiries or complaints.**
- 3. Administrative Communication: To update you on important information regarding services, donations, campaigns, or internal records (e.g., complaints, volunteer contributions).**
- 4. Service Evaluation: To monitor and improve the delivery of current and future services.**
- 5. Recruitment and Volunteering: To process applications for employment or volunteer roles and manage related arrangements.**
- 6. Employee Management: To meet employer obligations and effectively manage personnel.**
- 7. Marketing and Campaigns: To send marketing communications via email, SMS, or phone when you have given explicit consent. Preferences can be changed at any time.**
- 8. Website Functionality: To enable access to our site, customize user experiences, and develop site features.**
- 9. Protecting Vital Interests: To act when we believe there is a risk of significant harm to you or others.**
- 10. Research and Surveys: To invite you to participate in voluntary surveys to enhance services and strategic development.**
- 11. Compliance: To fulfill legal, regulatory, or tax obligations.**
- 12. Profiling and Insights: To improve communication and tailor services through client profiling and analysis.**

13. **Risk Management:** To provide informed advice and recommend strategies to mitigate risks.
 14. **Case Management:** To retain case history for more effective assistance in future interactions.
 15. **Anonymized Reporting:** To share aggregated, non-identifiable data for research and monitoring purposes.
 16. **Consent-Based Contact:** To reach out regarding evaluations, research, case studies, or advocacy work only with your explicit consent, which can be withdrawn at any time.
-

Data We Collect

The data we collect varies based on how you interact with us.

Via Our Website

- **Technical Data:** IP addresses, browser settings, cookies.
 - **Purpose:** To understand user behavior and improve services.
 - **Basis:** Consent (via cookie banner) and legitimate interests.
 - **Retention:** Three years.
- **Usage Data:** Includes geographical location, device type, browsing patterns, and site usage.
 - **Purpose:** Optimize and personalize services.
 - **Basis:** Consent and legitimate interests.
 - **Retention:** Three years.
- **Contact Details:** Name, email, phone number, and other form entries.
 - **Purpose:** To provide direct assistance.
 - **Basis:** Legitimate interest in delivering personal support.
 - **Retention:** Fifteen years, after which data is anonymized.
- **Contextual Information:** Details shared when contacting us.
 - **Purpose:** To better understand your case.
 - **Basis:** Legitimate interest in case management.
 - **Retention:** Fifteen years, then anonymized.
- **Referral Data:** Information provided by third parties referring cases.
 - **Purpose:** To understand and manage referred cases.
 - **Basis:** Consent.
 - **Retention:** Fifteen years, then anonymized.

Via Our Chatbot

- **Technical Data:** IP address, device type, and browser details.

- **Purpose:** To tailor chatbot advice.
- **Basis:** Service provision and legitimate interests.
- **Retention:** Fifteen years.
- **Case Data:** Name, email, phone number, and case history.
 - **Purpose:** To provide support and manage cases.
 - **Basis:** Consent and legitimate interest.
 - **Retention:** Indefinitely for case management purposes.

For Paid Clients

- **Payment Information:** Card details and payment records.
 - **Purpose:** To process financial transactions.
 - **Basis:** Consent.
 - **Retention:** Transaction period plus ten years.

For Job Applicants

- **Applicant Data:** Name, contact details, CV, and other career information.
 - **Purpose:** To assess suitability for roles.
 - **Basis:** Consent.
 - **Retention:** Six months post-application closure.

Via Social Media

When engaging with our social media pages (e.g., Facebook, Instagram, Twitter, LinkedIn):

- **We may collect personal information based on your platform settings and interactions. Refer to the privacy policies of these platforms to adjust preferences.**

Storage and Processing

Your data is stored and processed securely, primarily within the European Union or the United States. Third-party platforms we use may host encrypted data to support service delivery.

Sharing Your Data

We do not sell or share your personal information unless legally required.

- **Data may be shared with statutory authorities (e.g., police, safeguarding services) where there is an imminent risk of harm.**
- **Anonymized data may be shared for research and statistical purposes.**

For inquiries or support, please contact hello@cyber-hotline.com