

Privacy policy

1. Description of Privacy Policy

This privacy policy describes how SYMPTOMATO LLC (“SYMPTOMATO”) processes personal data collected from you when you visit and use the services of websites (hereinafter referred to as “SITE”) owned and operated by SYMPTOMATO or provided by you when registering for an account. By agreeing to the terms of this privacy policy, you begin to cooperate with us as a User. Personal Data in this document means data about the user of the SITE from which he/she can be directly or indirectly identified. Processing of personal data in this document means the following data operations: any action or set of actions that are related to the collection or to the recording, or to the input, or to the systematization, or to the formation, or to the storage, or to the use, or to the transformation, or to the recovery, or to the transmission, or to the rectification, or to the blocking, or to the destruction of personal data, or to the performance of other actions with them. SYMPTOMATO processes the personal data provided by you for the purpose of sending a question, registering to receive a newsletter, contacting you back in the event of an e-mail address sent to us. For the aforementioned purposes and strictly in accordance with the declared rules of each individual case of processing, the personal data collected may be your name, gender, age, e-mail address, city of residence. SYMPTOMATO uses personal contact data in order to inform you about additional SYMPTOMATO products and services. You can also subscribe separately to newsletter. At the same time, you are given the opportunity to unsubscribe from the newsletter at any time by following the link in the e-mail newsletter. The following settings concerning the SITE are similarly applicable to the Mobile Application of SYMPTOMATO LLC.

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- By agreeing to the terms of this privacy policy, you begin to cooperate with us as a User.

- Personal Data in this document means data about the user of the SITE from which he/she can be directly or indirectly identified.
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2. Automatic collection of personal data

To ensure the effectiveness of the web service provided, SYMPTOMATO automatically collects and stores certain information through the use of a cookie, a small file downloaded to your computer that helps to improve the performance of the SITE and provides a personalized browsing experience. The SITE uses the following categories of cookies in order to maintain our user base, attract new visitors to the SITE and inform users about the services provided by SYMPTOMATO:

- **functional cookies - are necessary for the functioning of the SITE, do not contain personalized information and cannot be disabled;**
- **performance cookies - improve the performance of the website and the**

usability of the website by the visitor;

- **analytical cookies - set by our partners to create a profile of the potential interests of the website visitor in order to provide relevant information content.**

Cookies may use the following data:

- **Internet domain and IP address from which you access the SITE;**
- **the type of Web browser and computer operating system used;**
- **the date and time of your visit to the SITE;**
- **the addresses of the pages viewed on the SITE;**
- **addresses of pages you have shared on social networks;**
- **if you accessed the SITE from another Web resource, the address of that resource;**
- **if you came to the SITE from a search engine, the address of the search engine and the search term used to find us. You can also manage cookies in your web browser settings.**

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 - ◦ functional cookies - are necessary for the functioning of the SITE, do not contain personalized information and cannot be disabled;
 - ◦ performance cookies - improve the performance of the website and the usability of the website by the visitor;
 - ◦ analytical cookies - set by our partners to create a profile of the potential interests of the website visitor in order to provide relevant information content.

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- ◦ Internet domain and IP address from which you access the SITE;
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- ◦ addresses of pages you have shared on social networks;
- ◦ if you accessed the SITE from another Web resource, the address of that resource;
- ◦ if you came to the SITE from a search engine, the address of the search engine and the search term used to find us. You can also manage cookies in your web browser settings.

3. Access to personal data

The personal data you provide will be used to the extent necessary to use the SITE. Personal data, except for the organizations providing payment, settlement, banking and other services necessary for the functioning of the SITE, as well as cases stipulated by the RA legislation, are not transferred to third parties. Clients' bank card details are not stored or processed in any form by the SITE. In order to prevent unauthorized access to personal data, SYMPTOMATO performs all actions aimed at depersonalization, namely the removal of the link between the set of identifying data and the data subject, any information directly or indirectly related to the subject of personal data. The depersonalization of personal data ensures protection against unauthorized use. Personal data is further stored in such a way as to exclude its identification with the data subject for a longer period of time than is necessary for the achievement of predetermined purposes.

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4. Transfer of personal data to other states

SYMPTOMATO is a company with a presence in various countries around the world, therefore, as part of the necessary exchange of working information, personal data may also be transferred to other countries with data protection standards that differ from those of your country of residence. Within the European Economic Area, SYMPTOMATO processes personal data in accordance with the General Data Protection Regulation (EU) 2016/679.

SYMPTOMATO processes personal data within the framework of the RA law "On Personal Data Protection", including the requirement of this law for localization and cross-border transfer of personal data. Data transfer to countries that do not provide adequate protection (in accordance with GDPR and the RA law "On Personal Data Protection") is carried out only if the level of data protection comparable to the level of protection of such data in the EEA and Armenia is ensured.

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5. Retention periods for personal data

We endeavor to keep the period of processing and storage of your personal data as short as possible to ensure that the stated purposes of such processing are fulfilled. In the absence of specific retention periods set out in this policy, your personal data will only be retained for as long as we need it to fulfill the purpose for which we collected it and, where applicable, for as long as required by statutory retention requirements. In cases involving the submission of questions to SYMPTOMATO, your contact details will be retained for as long as the question and response is being processed and for six months after it has been completed. If you are subscribed to a newsletter, your contact details will be stored until you unsubscribe from the newsletter.

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6. Security of personal data

SYMPTOMATO takes seriously the safe processing of collected personal data. SYMPTOMATO implements all necessary technical and organizational measures to protect personal data, using the best practices of cyber defense (Anti DDoS, WAF, SDLC).

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7. Rights of the subject of personal data

You have the right at any time to request SYMPTOMATO to inform you about which of your personal data SYMPTOMATO is processing, to request the correction, to stop further processing or to delete such data. Please send such requests to the e-mail address ceo@symptomato.com, indicating in the e-mail which information the request relates to and in which format you wish to receive the information. SYMPTOMATO will process such requests within 10 days of receipt. SYMPTOMATO can only delete your personal data if there is no legal obligation to store it.

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8. Revision of privacy policy

SYMPTOMATO has the right to modify and update this privacy policy. The changes come into force after their publication on the SITE.

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We wish you a pleasant experience of visiting and using the SITE!