

Privacy Policy

Effective Date: 01 Aug 2025

Last Updated: 01 Aug 2025

Document version: 2.1

1. Introduction

This Privacy Policy explains how **DALAT SIA** (“DALAT”, “we”, “our”, or “us”) collects, uses, and protects personal data in the context of the Dialogios platform, available at <https://www.dialogios.com> and accessible via <https://account.dialogios.com>.

DALAT SIA is a company registered in Latvia (Reg. No. 42103067146), with its principal office at Vitolu iela 3 - 3, Liepaja, LV-3401, Latvia. We are the **data controller** for the personal data processed under this Privacy Policy, in accordance with the EU General Data Protection Regulation (GDPR).

By using our Services, you acknowledge that you have read and understood this Privacy Policy.

2. Personal Data We Collect

We may collect and process the following categories of personal data:

- **Identification Data:** name, surname, email address, company name
- **Contact Data:** phone number, billing address
- **Account Credentials:** username, encrypted password
- **Technical and Usage Data:** IP address, browser type, device information, usage logs
- **Communication Data:** support inquiries, internal correspondence
- **Analytics Data:** interaction with our website and platform (e.g., via cookies)

We do **not** collect special categories of personal data (such as health or biometric data).

3. How We Use Personal Data

We use your personal data for the following purposes:

- To provide and manage access to the Dialogios platform
 - To verify your identity and activate your account
 - To process payments and manage billing
 - To monitor service usage and ensure system security
 - To respond to customer service requests
 - To analyze traffic and improve our platform
 - To comply with applicable legal obligations
-

4. Legal Bases for Processing

We process personal data based on the following legal grounds under GDPR:

- **Performance of a contract** – for account setup, service delivery, and billing
 - **Legal obligation** – for tax, accounting, and compliance requirements
 - **Legitimate interests** – for analytics, fraud prevention, service improvements
 - **Consent** – where required (e.g., use of non-essential cookies)
-

5. Cookies and Tracking Technologies

We use cookies and similar technologies to improve user experience and analyze performance.

- **Necessary cookies:** used for login, session management, and account security
- **Analytics cookies:** used via Google Analytics to understand website usage patterns

You can manage or disable cookies via your browser settings. For more details, see our [Cookie Policy](#) (if separate) or the relevant section below.

6. Data Sharing and Transfers

We do **not sell or rent** your personal data.

We may share your data with:

- Trusted third-party service providers (e.g., payment processors, analytics tools)
- Regulatory or law enforcement authorities, if required by law

Where data is transferred outside the European Economic Area (EEA), we ensure appropriate safeguards are in place (e.g., Standard Contractual Clauses).

7. Data Retention

We retain your personal data only as long as necessary for the purposes stated in this Policy or as required by law. Typically:

- Account and billing data: retained for up to 7 years (legal obligation)
- Technical logs: retained for 12 months
- Communication records: retained for 24 months

Upon account closure, your data may be deleted or anonymized after a grace period of 30 days, unless required otherwise by law.

8. Your Rights Under GDPR

You have the following rights regarding your personal data:

- **Right of access** – to obtain a copy of your personal data
- **Right to rectification** – to correct inaccurate or incomplete data
- **Right to erasure (“right to be forgotten”)** – under certain conditions
- **Right to restriction of processing** – in specific situations
- **Right to data portability** – to receive data in a structured, machine-readable format

- **Right to object** – to processing based on legitimate interests
- **Right to withdraw consent** – where processing is based on consent

To exercise your rights, contact us at **info@dialogios.com**.

You also have the right to lodge a complaint with the Latvian Data Protection Authority (DVI) or your local supervisory authority.

9. Data Security

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, loss, or alteration. These include:

- Access control and authentication
 - Encryption of sensitive data
 - Monitoring and audit logging
 - Employee confidentiality and training
-

10. Changes to This Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify users via email or through the user portal. Continued use of the Services after such updates constitutes acceptance.

11. Contact

If you have any questions or requests regarding this Privacy Policy or your personal data, please contact us at:

DALAT SIA

Vitoli iela 3 - 3, Liepāja, LV-3401, Latvia

Email: **info@dialogios.com**