

Privacy Policy for Online Consultation Booking Service Loqui UG

Effective 10 July, 2023

This Privacy Policy ("Policy") explains how Loqui UG ("Company," "we," "us," or "our" registered at Templiner Strasse 13b, 10119 Berlin, Germany) collects, uses, discloses, and protects the personal information of users ("you" or "user") when accessing or using our online consultation booking service ("Service"). We are committed to respecting your privacy and protecting your personal information in accordance with applicable data protection laws. By using our Service, you consent to the collection, use, and disclosure of your personal information as described in this Policy.

1. Information We Collect

- a. Personal Information:* During the registration and booking process, we may collect personal information such as your name, email address, phone number, and any other information you provide to us.
- b. Consultation Information:* We may collect information related to your consultations, including the Consultant's name, date and time.
- c. Payment Information:* If you make payments through our Service, we may collect financial details necessary to process your payment. However, we do not store or retain your payment card information. The payments are facilitated by the external payment infrastructure (www.stripe.com)
- d. Log Data:* When you access or use our Service, we may automatically collect certain information, including your IP address, browser type, device information, access times, and referring website addresses.

2. Use of Information

- a. Service Provision:* We use the collected information to facilitate the booking of online consultations, communicate with you regarding your bookings, and provide the requested services.
- b. Communication:* We may use your contact information to send you administrative or service-related messages, including booking confirmations, updates, and customer support.
- c. Payment Processing:* The payments are processed by the external payment infrastructure (www.stripe.com). We do not store or retain your payment card information.
- e. Analytics and Improvements:* We may use information for analytical purposes to improve our Service, monitor usage patterns, and enhance user experience.
- f. Legal Compliance:* We may process your information to comply with applicable laws, regulations, or legal processes, or to respond to valid requests from public or government authorities.

3. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Policy or as required by law. When your personal information is no longer required, we will securely delete or anonymize it.

4. Information Sharing and Disclosure

- a. Service Providers:* We may engage third-party service providers or consultants to assist in operating and managing our Service or to perform certain functions on our behalf, such as payment processing or customer support. These service providers are contractually bound to protect your personal information and may only use it for the purposes specified by us.

b. Consultants: We may share your booking information with the Consultants you select for your consultations to facilitate the provision of the services.

c. Legal Requirements: We may disclose your personal information if required by law, regulation, or legal process, or if we believe it is necessary to protect our rights, property, or safety, or the rights, property, or safety of others.

d. Consent: We may share your personal information with third parties if we have obtained your explicit consent to do so.

5. Data Security

We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security of your information.

6. Your Rights

a. Access and Correction: You have the right to access and correct your personal information held by us. You can review and update your account information through your profile settings or by contacting us directly.

b. Data Portability: Upon request, we can provide you with a copy of your personal information in a structured, commonly used, and machine-readable format, where technically feasible.

c. Objection and Withdrawal of Consent: You have the right to object to the processing of your personal information or to withdraw your consent at any time. However, this may affect your ability to access and use our Service.

d. Deletion: You may request the deletion of your personal information, subject to any legal obligations or legitimate interests that require us to retain certain data.

7. Third-Party Links

Our Service may contain links to third-party websites or services. We are not responsible for the privacy practices or content of such third-party websites. We encourage you to review the privacy policies of those websites before providing any personal information.

8. Children's Privacy

Our Service is not intended for individuals under the age of 16. We do not knowingly collect personal information from children. If you believe we have collected personal information from a child without parental consent, please contact us, and we will take appropriate measures to remove the information.

9. Updates to the Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. We will notify you of any material changes by posting the updated Policy on our website or through other means of communication.

10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us at contact@getloqui.com.

This Privacy Policy is effective as of 10 July, 2023. Please review this Policy periodically for any updates or changes.