

Privacy Policy

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1 What is the GDPR?

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a data protection law that applies to organizations operating within the EU or handling the personal data of individuals located in the EU. It sets strict requirements for how personal data must be collected, used, and protected, giving individuals greater control over their personal information.

The core principle of GDPR is accountability: organizations must not only comply with the regulation but also demonstrate that compliance through appropriate documentation, controls, and practices.

At YOUTESTME (YTM), GDPR compliance is a cornerstone of our privacy and security program. In addition to GDPR, we align our practices with international standards, including:

- **ISO/IEC 27001:2022** – Information Security Management Systems (ISMS)
- **ISO/IEC 27701:2019** – Privacy Information Management Systems (PIMS)

These frameworks help ensure that our data protection program is robust, transparent, and built on internationally recognized best practices.

2 Why We Have a Privacy Policy

This Privacy Policy explains how YTM collects, uses, stores, and protects personal data across our services, including our website, platform, support services, and related tools. It also explains the rights individuals have over their data.

Protecting personal data is a shared responsibility at YTM. Every employee, contractor, and service provider is expected to follow our security and privacy policies.

Our Privacy Policy is part of our broader privacy and security framework, which includes:

- Internal policies for staff and contractors
- Risk assessments and internal audits
- Incident management protocols
- Access control, encryption, and security testing
- Privacy-by-design practices in our product development

We are committed to safeguarding all personal and confidential data entrusted to us.

3 Purpose of This Privacy Policy

This policy applies to all individuals whose personal data we process—including our clients, users of our platform, job applicants, and website visitors.

Our goal is to explain in clear terms:

- What data we collect and why
- How we use and share it
- How long we keep it
- What rights you have over your personal data

By using any of our services, you acknowledge that you have read and understood this Privacy Policy.

4 What Information Do We Collect?

We collect two types of information: personal information (which can be used to uniquely identify an individual) and non-personal information (which does not identify an individual).

We collect information regarding our users and visitors, users of our users, job applicants and others listed in this Policy, as follows:

1. Unidentified information relating to visitors or unidentified users, which may be available to us or collected automatically. Such non-personal information does not allow us to identify visitors or users since the data was collected. This information we collect mainly consists of technical and aggregate usage data, such as visitor and user overview, click-flow activity, etc.
2. Individual information, that is, information that identifies an individual or may, with reasonable effort, lead to the identification of an individual, or may be of a private or sensitive nature ("Personal Information"). The personal information we collect mainly consists of contract signing and contact information (e.g. e-mail addresses). When you request a demo of our services or start a chat via our website, we collect your email address (and optionally your name and organization) to provide the requested information or schedule the demonstration. This information is used exclusively for communication related to your request and is not used for marketing purposes unless you give explicit consent.

When you use our website chat widget (powered by Chatwoot), we may collect your email address, name, and any information you voluntarily provide in your messages, as well as limited technical information such as your IP address, browser type, device details, and timestamps. This data is used solely to respond to your inquiry, schedule demonstrations, or provide requested information. It is not used for marketing purposes

unless you have explicitly provided your consent.

AI Chat Assistant

Our website includes an AI-powered virtual assistant that provides automated responses based on public website content.

Messages entered into the chatbot are processed through OpenAI Business API under a signed Data Processing Agreement (DPA) and Standard Contractual Clauses (SCC). OpenAI acts as our data processor and does not use this data for model training.

Messages may be retained for up to 30 days for technical purposes in accordance with the DPA. Users should avoid entering sensitive or unnecessary personal information.

For the avoidance of doubt, any non-personal information that is linked to personal data to improve the services we offer is considered and treated by us as personal information.

We collect similar information relating to visitors and users of our and our clients' websites ("Users-of-Users"). This information is collected only for our clients as described below.

We also collect information provided to us by potential candidates when applying for any open position posted on the YOUTESTME website or otherwise, as described below in the Policy.

5 How We Collect Personal Data

We collect information as follows:

1. All the information we need to sign a contract and perform our core business, as regulated by law. All contracts are signed according to applicable laws and contain the minimum necessary information.
2. We collect information when you visit our site or use our services. In this case, data will be collected, i.e., records of such use (independently or with the help of independent services), including the use of "cookies" and other tracking technologies. More details about the types of cookies we use and how you can control them are provided in our Cookie Policy.
3. We also collect information from third party sources, as described below. When you visit or use our services - you can also give us certain information (either automatically through the process of using the service or "manually").
4. Before collecting your email address or other personal information via our chat widget, we provide a short notice explaining the purpose of the data collection and linking to this Privacy Policy and the

Cookie Policy. A consent checkbox is displayed for transparency, but your data is processed based on legitimate interest to provide support and answer your inquiries..

6 Why We Collect Personal Data

We collect and use data only when we have a clear and lawful reason to do so. These reasons include:

1. To provide and manage our services
2. To support, maintain, and improve our platform
3. To ensure security and detect fraud
4. To communicate with clients and users
5. To send service-related or promotional messages (if permitted)
6. To comply with legal or regulatory obligations
7. We also use the personal data you provide when requesting a demo or starting a chat **only** to respond to your inquiry, provide requested information, and schedule demonstrations. This information is **not used for marketing purposes** unless you have explicitly opted in.

We only collect data that is necessary for these purposes, and we apply data minimization wherever possible.

Children's Data

YTM services are not intended for individuals under 18. YOUTESTME services are not directed to individuals under the age of 18 for direct use. We do not knowingly collect personal data from children as data controllers.

However, in certain cases, our clients (such as educational institutions) may use our platform to test or train minors. In such cases, the client acts as the data controller, and YOUTESTME a protection agreements.

If you believe that a child's data has been provided to us inappropriately, please contact us at privacy@youtestme.com.

7 Where and How We Store Data

We store the data we have on the YOUTESTME infrastructure located in a secure physical environment. All data are organizationally and technically provided through the requirements of the standards ISO / IEC 27001: 2022, ISO / IEC 27701: 2022 and the requirements of the GDPR. Service providers who store or process your personal information on behalf of YOUTESTME are contractually obligated to store and secure it in accordance with the requirements set forth in the NDA.

YOUTESTME is responsible for processing the personal information it receives, ie from the point of view of subsequent transfers to a third party acting as an agent on behalf of YOUTESTME.

In certain situations, YOUTESTME may be required to disclose personal information in response to legal requirements of public authorities, including compliance with national security and law enforcement requirements, and will only do so if permitted by local data protection laws.

Upon your request, YOUTESTME will provide information on whether we hold any of your personal information. You can access, correct, or request the deletion of your personal data by writing to us at privacy@youtestme.com. We will respond to your request within the time limit set by local laws or within a reasonable time frame.

Note that permanent deletion removes all your data from YOUTESTME databases and that the same is possible if regulated by law. Once you complete this process, you will no longer be able to use any of our services, your user account and all its data will be permanently removed, and YOUTESTME will not be able to renew your account or download data in the future. If you contact our support in the future, the system will not recognize your account.

If you have any doubts about the storage of your data, please contact us at privacy@youtestme.com. We will send a response as soon as possible.

8 Job Applications

If you apply for a job at YTM, we collect the information you submit, such as:

- CV, contact details, and motivation letter
- References, certificates, or supporting materials

We process this information only for recruitment purposes and retain it for up to two years unless local laws require otherwise. You may request deletion at any time by writing to: privacy@youtestme.com.

9 Sharing Data with Third Parties

To deliver our services effectively and securely, YouTestMe engages trusted third-party service providers. These providers support our operations by delivering technical infrastructure, communication tools, platform maintenance, and other essential services required for the functioning and improvement of our platform.

We carefully assess all third parties before granting them any access to personal data. Each provider is contractually bound to:

- Process personal data only on our documented instructions,
- Implement appropriate technical and organizational security measures,
- Sign a Data Processing Agreement (DPA) and/or Non-Disclosure Agreement (NDA), as applicable.

We do not sell or rent your personal data under any circumstances. All access to data is strictly limited to what is necessary to perform the relevant service.

Our platform may contain links to external websites or client platforms. YouTestMe is not responsible for the privacy practices or content of those third-party sites. We recommend reviewing their privacy policies before providing any personal data.

We use **Zapier, Inc.** (“Zapier”) to automate workflows and integrate certain business applications used by YouTestMe.

As part of these integrations, limited personal data (e.g., names, email addresses, chat messages, uploaded documents, and demo-related information) may be transferred to Zapier’s servers in the **United States**. Zapier processes this data **solely on our behalf** under the **Zapier Data Processing Addendum (DPA)**, and transfers are safeguarded by the **EU-U.S. Data Privacy Framework (DPF)** and, where applicable, **Standard Contractual Clauses (SCCs)**. Personal data is retained **only for the duration of the YouTestMe-Zapier Agreement** and securely deleted upon termination.

10 Legal Requests and Law Enforcement

We may share information about our visitors, clients, and client users with a variety of third parties, including specific service providers, law enforcement officers, and application developers.

When permitted by local data protection laws, YOUTESTME may disclose or otherwise allow others to access your personal information in accordance with a legal requirement, such as a court order, court proceeding, search warrant, or court order, or in accordance with any other applicable laws.

Information may be shared only in accordance with this policy.

11 Social Media Features

Our platform may include social media widgets (e.g., Facebook Login, Google Sign-In). These features may collect IP addresses or set cookies to function properly. Your interactions with these services are governed by their own privacy policies, not ours.

12 Cookies and Tracking Technologies

We use cookies and similar technologies for:

- Session management
- Platform performance and bug tracking
- User preferences
- Analytics and marketing

You can adjust your cookie preferences through your browser or through our cookie consent banner.

Note: Third-party platforms (e.g., YouTube, Google Ads) may also use their own cookies. We do not control their practices.

Our chat widget (Chatwoot) sets an essential session cookie (**.chatwoot_session**) to maintain your active chat session. Additionally, Microsoft Clarity (**.clck**, **.clsk**) and Google Analytics (**_ga**) cookies may be loaded through the chat widget to improve service quality. You can manage your preferences through our, available in the bottom-left corner of every page.

More details about the types of cookies we use and how you can control them are provided in our Cookie Policy in **“Cookie Preferences” center, located in the bottom-left corner of every page on our website.**

13 Promotional Messages

We may use your personal information to send you promotional content and messages via email, text messages, direct text messages, marketing calls and similar forms of communication.

If you do not wish to receive such promotional messages or calls, you may notify YOUTESTME at any time or follow the cancellation or STOP instructions contained in the promotional communications you receive.

We take steps to limit the promotional content we submit to a reasonable and proportionate level and to send you information that we believe is of interest or relevance to you, based on your information we have received.

14 Rights regarding your personal information

Through the requirements of ISO / IEC 27001: 2022, ISO / IEC 27701: 2019 and GDPR, YOUTESTME has taken all technical and organizational measures to allow you to access, receive a copy, update, modify, delete, or restrict the use of your personal data. data. Before disclosing the requested personal information, we may ask you for additional information to verify your identity and for security reasons.

You have the right to file a complaint with the local data protection supervisor, and we recommend that you contact us first.

If you wish to access and / or request us to make corrections to the personal data you have stored with us or wish to request a list of personal data (if any) that we have disclosed to third parties for direct marketing purposes, please contact us at privacy@youtestme.com.

We will make all reasonable efforts to investigate your request immediately (unless we ask you for additional information to fulfil your request), in accordance with legal and other permissible considerations.

15 Data Retention

We retain personal data:

- As long as necessary to provide services

- As required by law or contracts
- For a limited period after account closure to resolve disputes, detect fraud, or meet legal obligations
- Chat messages collected through Chatwoot are retained for up to 12 months to manage and maintain communication history, resolve inquiries, and ensure service quality. Once your request has been resolved, the messages are securely deleted, unless retention is required by law or a client agreement.

We regularly review data retention practices to ensure compliance with privacy standards.

16 Security Measures

YOUTESTME implements security measures through the standards ISO / IEC 27001: 2022, ISO / IEC 27701: 2019, SOC 2 Type II and the requirements of the GDPR, to protect the information, you share with us, including physical, technical, and organizational measures.

We regularly monitor our systems for possible vulnerabilities and attacks and regularly seek new third-party ways and services to further improve the security of our services and protect the privacy of our visitors and users.

Regardless of the measures and efforts taken by YOUTESTME, we cannot and do not guarantee the absolute protection and security of your personal information, customer information or any other content we receive. Therefore, we encourage you to set strong passwords for your user account and user website and to avoid us or anyone with any sensitive information believing that their disclosure could cause significant or irreparable damage. We also encourage you not to share any personal information in any of these areas.

All chat messages, emails, and related metadata collected through Chatwoot are encrypted in transit via TLS/HTTPS.

If you have any questions regarding the security of our services, please feel free to contact us at privacy@youtestme.com

We are committed to providing your personal information and use a variety of organizational and technical measures.

17 Public Forums and User-Generated Content

YouTestMe does not provide public forums, comment sections, or open blogs for user-generated content.

Any communication you send to us (e.g., via email or contact forms) is treated confidentially and used only for the purpose of responding to your inquiry.

If we implement public-facing features in the future, users will be clearly informed and advised not to share sensitive or personal data in such areas.

18 Updates to This Policy

YOUTESTME will update this Privacy Policy in accordance with applicable law and will disclose any changes in data collection, use and storage practices. If we make any changes that we deem important, we will notify you before the change takes effect. Please review this page periodically for the latest information on our privacy practices.

Unless otherwise stated, our most recent privacy policy applies to all information we hold about you and users of users, in connection with our website and other services.

19 Contact Us

If you have any questions about this Privacy Policy or wish to exercise any of your rights, please contact us at **privacy@youtestme.com**. We will try to resolve any complaints regarding the use of your personal information in accordance with this Privacy Policy.