

Privacy Policy

Who are we?

"Smart Residence" is a limited liability company established and operating in accordance with the laws of Georgia, with identification number: 404620264 (hereinafter referred to as "Smart Residence", "Company", "We", "Our").

What is our mobile app:

In today's digital age, when the Internet is available everywhere and for everyone, our company is not only a physical place, but also a space that functions more effectively in an online environment with the help of modern technologies. The fast pace of life requires access to the said space at any moment of time. This convenient application creates an advanced technological environment for you, so that you can perfectly implement the collection and monitoring of funds with the latest digital technologies at any time and place.

What is personal data and why we collect it:

In order for Smart Residence to offer and properly serve the client through electronic channels, it must collect and process the client's personal data. Personal data is any information that can be used to identify an individual directly or indirectly - in combination with other data. Protection of personal data in Georgia is guaranteed by the Law of Georgia "On Protection of Personal Data" (hereinafter referred to as the Law).

What Personal Data We Collect and How We Collect It:

For the purposes of the application, our company collects identification data and other personal data as required by law in order to initiate and continue to provide the service.

Personal data is shared with us when an individual becomes a customer, completes an online application form, registers for services, signs a contract, uses our products and services.

The company's web pages use cookies. Cookies are small text files that the Internet browser stores on the device's operating system. The following information about your device is collected for the purpose of the services in the application: your device ID, IP address, name, model and system version.

- Uses cookies for security purposes, as well as to provide more convenient services to website users, which is impossible without setting cookie settings.

We use the collected information:

- To generate website statistics to optimize processes, fields and website design.
- In order to protect website users and prevent fraudulent activities.
- To control the flow of users on the website and to evaluate the effectiveness of marketing campaigns.
- The obtained information allows us to adapt the website and its components according to the user's needs.
- We also use cookies to determine how users visit our website and to generate Google Analytics reports.

Before using the website, you have the option to accept the notification about cookies and the observation of user behavior by clicking on the "Agree" button. If you do not agree to the "Cookie Policy", but continue to use the website, this action will still be considered as your consent to the above action.

We do not use cookie files and data obtained as a result of observing user behavior to collect personal information. If you want to restrict cookies or block them on our website, you can do so by changing your browser settings. However, please note that some of the services we offer will not function if you block or delete cookies.

How we manage the personal data we collect and how we ensure its privacy:

We understand the importance of personal data entrusted to us. One of our primary responsibilities is to ensure the protection of personal data entrusted to us by customers, website visitors and application users. The purpose of the notice is to provide you with information regarding our operating principles and your legal protection mechanisms when processing personal information.

Client's rights in accordance with the Law of Georgia on "Personal Data Protection":

According to the law, the customer has the right to be informed about how the company processes personal data. In particular, the client can request information about what kind of personal data is being processed, as well as request correction, update, addition, blocking, deletion of the relevant personal data.

or destruction if this data is incomplete, incorrect, outdated or collected and processed without a legal basis.

Please note that in certain cases, it is not possible to delete and/or destroy personal data based on applicable legal requirements.

Personal data processed by us for any other purposes is anonymous.

We undertake to provide you with the above information upon your request. We have the right to use personal data only if we have a specific contractual and/or legal basis for this.

Below are the purposes and legal bases for which we process your personal information. For each specific case, we present the purposes for which we use your information and our legal basis:

What is personal information used for:

to communicate with you;

to meet your requests, develop new ways of cooperation and develop our business;

to develop and implement marketing activities;

to study how customers use our products and services;

to investigate, report and prevent detection of counterfeiting, fraud at the stage of use of our services by customers;

to receive advice or recommendations regarding our products and services;

Legal basis:

your consent;
fulfillment of contractual obligations;
our legitimate interests;
Our legal duty.

Type of information collected and its use:

We collect two types of information about our users: personally identifiable information ("Personal Information") and non-personally identifiable information.

Personal Identification Information:

Personally identifiable information is information through which a specific user can be identified. When you engage in an activity through our website, we may ask you to provide certain information about yourself. Such activities include:

- Authorization
- Submit information and/or post any information to the discussion page
- Participation in contests, surveys sponsored by us or our partners
- Posting a comment, sharing your opinion with us or our partners
- Request information on our services

Non-Personally Identifiable Information:

Non-personally identifiable information is information that does not identify a specific user. This type of information may include such circumstances as the addresses of the web pages you visited before accessing our website, the addresses of the web pages you visit after you leave our website, the type of browser you are using, and Your Internet Protocol "IP" address. We and/or third party service providers and advertisers authorized by us may automatically receive this information when you use our website.

From what sources we obtain personal information:

We may obtain personal information about you from the sources you provide and the sources listed below.

We collect data from you in the following cases:

- When you contact us to receive our products or services;
- When communication is carried out by telephone and/or e-mail or during a visit to the office;
- when you use our website, mobile applications and web chat;
- When you send letters both in physical and electronic form;

- From transactions you make.

Information protection policy of third party websites:

This Privacy Policy applies only to the use and disclosure of information we receive from you. Other websites to which you may be redirected from our website have their own information protection policies and data sets, as well as principles of use and disclosure of such information. If you link to such a website, we encourage you to read their privacy policy. We are not responsible for the activities of third parties.

Various information protection issues:

Minors under the age of 18 are prohibited from using our services. We do not knowingly store or collect information from persons under the age of 18. Protecting the personal information of minors is very important to us. Accordingly, if we learn that a user is under the age of 18, we will take appropriate steps to delete that user's personal information from our database. By using our website, you hereby certify that you are at least 18 years of age.

How long we keep personal information:

We keep your personal data for the duration of your service for the following reasons:

- To answer questions and complaints
- To prove that we have treated you fairly
- To perform accounting in compliance with relevant regulations/rules
- to investigate, report and prevent detection of forgery, fraud at the stage of using the service;

We may keep your personal information for longer than 10 years unless we are able to delete it for legal or regulatory reasons. If you believe that any of your data held by us is incorrect or incomplete, please contact us to clarify your concerns. We will take all reasonable steps to investigate and correct this error. You have the right to object to our use of your personal data, or to request its deletion, removal or cessation of use, unless we have a legal basis for keeping it. Contact us if you do not agree with our use of your data, if you have questions or if you wish to cancel or limit the use of your data.

Changes to the information protection policy:

We reserve the right to change this privacy policy at any time. Any changes to the Privacy Policy will be posted immediately on the Privacy page and in other places we believe will keep you informed about what information we collect, how we use it, and when we disclose it (where required by law). In addition, you will be notified of any significant changes to the Privacy Policy by email or by posting an appropriate notice on our home page. It is your responsibility to periodically check the information protection policy.

Personal data protection recommendations:

You can protect your personal data by taking some simple security measures:

- Never disclose personal data/confidential information to strangers or third parties making phone calls;
- personally fill out the applications on the website and/or application;
- Use your own devices to receive services;
- Use your own contact data (for example: mobile phone number and e-mail);
- Download the app only from Google Play and App Store.
- Use our online product only on a personal computer/mobile phone and do not use public Wi-Fi internet;
- Always comply with any additional measures specified by us for each particular service;
- ensure that updated anti-virus/anti-spyware protection programs are installed/updated;
- Be vigilant when online and learn how to recognize unusual activity, such as requests for personal information from a new website address or a phishing email;
- Turn off the browser's autofill policy when using services that require identity identification and/or authentication data (eg: identification number, phone number, username, password, and similar information).

Is providing personal data to the company voluntary? How the client can choose and what the consequences can be:

Please note that providing personal data to the company is not mandatory. The customer is authorized at any time in writing

to request the termination of the processing of his personal data. However, if the client requires it not to collect and/or process personal data, it will not be possible to use the services provided by us.

Marketing:

We may use your personal data to market specific products and offers to you.

We have access to your personal data to the extent that you share it with us or we collect it through the means we have in the process of providing services to you.

We will study your data to understand what you need, what you are interested in, or what you may want. This is how we decide which product, service or offer may be right for you.

We only use your personal data and send you marketing messages when we have a legitimate interest to do so. We promise that our activities will never be unfair, wrong or directed against your interests.

You have the right to contact us at any time and ask us to stop sending you marketing messages.

If you have any questions about our data protection policy, our general rights and obligations or our processing of your data, please contact us using the following communication channels:

Address: st. Tbilisi, Georgia, Vakhtang Gorgasali st. 39

Tel.: (+995) 32 2 45 40 00

Email: smartresidenceLtd@gmail.com

By electronically checking/acknowledging your agreement to the terms and conditions, you confirm that you agree to this privacy policy, that the information you provide is accurate and truthful. The information is provided voluntarily and you have all the rights and permissions required by law.

Contact us

We value your opinion, so if you have any questions or comments, or if you receive any other suspicious security-related messages or information, please contact us at: (+995) 32 2 45 40 00, between 09:00 and 21:00, Or write to us at the following email address: smartresidenceLtd@gmail.com