

Misterfone – Privacy and Cookie Policy

Misterfone is committed to protecting the privacy and the confidentiality of its clients' personal and traffic data.

Clients who would like to view or rectify their personal data on file with Misterfone should contact Misterfone's customer service (see the contact section on the web site or in the application).

1 Registering for the Service

To be able to use Misterfone's service (the "Service") you (the "Client") need to register with Misterfone. By registering with Misterfone the Client confirms that he or she is of legal age and that the personal information provided during the registration process is true and complete.

2 Use of personal information

Misterfone uses its Clients' personal information exclusively for the following purposes:

- Providing the Service
- Improving the Service
- Providing customer attention

The personal information may be stored and processed in Luxembourg or Spain or in any other country where Misterfone or any of its group companies have physical operations. By registering for and using the Service, the Client automatically consents to the transfer of information outside his or her country. Misterfone has taken the appropriate organizational and technical measures to protect the personal data provided by its Clients and the traffic data collected by Misterfone in line with the applicable obligations under the relevant legislation.

Misterfone will not disclose the Clients personal information outside Misterfone and its group companies and without the Clients' consent, except as described in this privacy policy. However, Misterfone may use other companies to provide certain services on its behalf, such as for example emailing, customer support, hosting of web sites, billing or statistical analysis. Such companies will only be allowed access to the personal information that is strictly necessary to deliver the service they have been contracted for and they are strictly prohibited from using this information for other purposes than the one agreed in the service contracts with them.

Furthermore, Misterfone may access and disclose your personal information in the following cases:

- Comply with a court order requiring such disclosure
- Protect and defend its rights or property
- Urgencies where it is necessary to protect the personal safety of its Clients or others

3 Security of the Clients' personal information

Misterfone uses advanced technology and procedures to protect its Clients' personal information from unauthorised access. The Clients' details are stored on computer systems with limited access and in controlled facilities and credit card numbers and passwords are protected through encryption when being transferred over the internet.

The Clients' passwords protect the Client's User Accounts and the personal information stored in them, and therefore it is the Clients' responsibility to keep their passwords safe and confidential. Clients should never share their passwords with others.

4 Change of communication preferences

The Client can opt out of receiving alerts and/or promotional emails by switching off the option in the mobile app. This does not apply to mandatory Service communications that are considered part of the Service.

5 Use of the Clients' IP addresses

Misterfone uses the Clients' IP addresses to diagnose potential server problems and to administer the Service.

6 Cookies

Misterfone uses cookies for its web site to improve the user experience. A cookie is a small piece of data sent from a website and stored in a user's web browser while the user is browsing that website. They do not identify the visitor of a web site, only the visitor's computer. They can be viewed, blocked or deleted by the user by accessing the settings section of the user's web browser.