

# PRIVACY POLICY

Last Updated: 12. June 2026

## 1. INFORMATION WE COLLECT

We collect information necessary to provide and secure our remote station control platform.

a) Information You Provide: During registration and account management, we collect your name, email address, password, billing information, and your government-issued Amateur Radio Callsign.

b) Technical Station Data: We may process configuration data from your connected physical radio devices, transceiver models, frequency logs, connection quality metrics, and Station geographical coordinates (Grid Squares) required for core application features (like propagation tracking).

c) Log and Device Data: We automatically collect standard browser/app diagnostics, including IP addresses, access times, and software version numbers to maintain secure client-to-host station handshakes.

## 2. HOW WE USE AND DISPLAY YOUR DATA

We process your data to operate the SaaS, handle billing, and secure the application.

a) CALLSIGN VISIBILITY: The User acknowledges that amateur radio callsigns are, by definition, part of a public international registry. We may display your callsign to other authenticated users within the app ecosystem (e.g., on remote node lists, active operator directories, or contact logs) as a core feature of the platform.

## 3. GDPR COMPLIANCE & USER RIGHTS (FOR EU/UK USERS)

If you reside within the European Economic Area (EEA) or the United Kingdom, you have the following rights under the General Data Protection Regulation (GDPR):

a) Right of Access & Portability: You may request copies of the data we hold on you.

b) Right to Rectification: You can update incorrect profile details or callsigns at any time.

c) Right to Erasure ("Right to be Forgotten"): You may request the total deletion of your account and personal data, subject to necessary financial retention laws (e.g., keeping tax invoices).

To exercise these rights, you can delete your account from the account management page or contact us at: [Insert Support/Privacy Email Address].

### 3. LEGAL BASIS FOR PROCESSING (ARTICLE 6 GDPR)

We process your personal data based on the following legal grounds:

- Performance of a Contract: Necessary to provide our remote station control platform, manage accounts, and process billing.
- Legitimate Interest: Necessary for processing diagnostic logs and security data to protect our platform against cyberattacks and ensure stability.

### 4. INTERNATIONAL DATA TRANSFERS

Our primary databases are hosted on AWS servers located in Frankfurt, Germany. For third-party service providers located outside the EU (such as Stripe), we ensure GDPR compliance by utilizing EU-approved Standard Contractual Clauses (SCCs).

### 5. THIRD-PARTY SUBPROCESSORS

These listed providers are the only third parties with access to user data, and they adhere to rigorous data processing standards as outlined in their respective Data Processing Agreements (DPAs).

- Infrastructure & Hosting: AWS <https://d1.awsstatic.com/legal/aws-dpa/aws-dpa.pdf>
- Payment Processing: Stripe [https://assets.stripeassets.com/fzn2n1nza965/5uwos9VnPFvcboDIZcGKJn/dea6e5962d2597e870a38d2d7ebfeb84/DPA\\_2025-Nov-18\\_.pdf](https://assets.stripeassets.com/fzn2n1nza965/5uwos9VnPFvcboDIZcGKJn/dea6e5962d2597e870a38d2d7ebfeb84/DPA_2025-Nov-18_.pdf)