

Privacy Policy

Last Updated

May 2024

Fasqon Unipessoal LDA (“Fasqon”) utilizes state-of-the-art security and end-to-end encryption to provide private messaging and Internet calling services to users worldwide (“Services”). Your calls and messages are always encrypted, so they can never be shared or viewed by anyone but yourself and the intended recipients.

We implement and maintain reasonable administrative, physical, and technical security safeguards to help protect your information from loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction. Nevertheless, transmission via the Internet is not completely secure and we cannot guarantee the security of information about you.

Information You Provide

Account Information. You may optionally add information to your account, such as a profile name and profile picture. This information is end-to-end encrypted.

Messages. Fasqon cannot decrypt or otherwise access the content of your messages or calls. Fasqon queues end-to-end encrypted messages on its servers for delivery to devices that are temporarily offline (e.g. a phone whose battery has died). Your message history is stored on your own devices.

Additional technical information is stored on our servers, including randomly generated authentication tokens, keys, push tokens, and other material that is necessary to establish calls and transmit messages. Fasqon limits this additional technical information to the minimum required to operate the Services.

Contacts. Fasqon can optionally discover which contacts in your address book are Fasqon users, using a service designed to protect the privacy of your contacts. Information from the contacts on your device may be cryptographically hashed and transmitted to the server in order to determine which of your contacts are registered.

User Support. If you contact Fasqon User Support, any personal data you may share with us is kept only for the purposes of researching the issue and contacting you about your case.

Managing Your Information. You can manage your personal information in Fasqon’s application Settings. For example, you can update your profile information or choose to enable additional privacy features like Biometrical Authentication.

Information We May Share

Third Parties. We work with third parties to provide some of our Services. These providers are bound by their Privacy Policies to safeguard that information. If you use other Third-Party Services like YouTube, Spotify, Giphy, etc. in connection with our Services, their Terms and Privacy Policies govern your use of those services.



Other instances where Fasqon may need to share your data

- To meet any applicable law, regulation, legal process or enforceable governmental request.
- To enforce applicable Terms, including investigation of potential violations.
- To detect, prevent, or otherwise address fraud, security, or technical issues.
- To protect against harm to the rights, property, or safety of Fasqon, our users, or the public as required or permitted by law.

Your Rights

You have certain rights regarding your personal information. Fasqon acknowledges and supports these rights, and we are committed to assisting you in exercising them as follows:

- Your right of access – You have the right to request copies of your personal information that we hold. This allows you to be aware of and verify the lawfulness of the processing.
- Your right to rectification – If you believe that the personal information, we hold about you is inaccurate or incomplete, you have the right to request that we correct or complete it.
- Your right to erasure – Also known as 'the right to be forgotten', you can request the deletion or removal of your personal data where there is no compelling reason for its continued processing.
- Your right to restriction of processing – You have the right to request that we restrict the processing of your personal data under certain circumstances, such as if you contest the accuracy of the data or if you have objected to the processing.
- Your right to object to processing – You have the right to object to the processing of your personal data based on a situation relating to your particular circumstances. This right applies to processing based on legitimate interests, direct marketing (including profiling), and processing for purposes of scientific/historical research and statistics.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organization, or to you, in certain circumstances.

Please note that these rights are not absolute and may be subject to conditions and exemptions under the other applicable laws.

Children's Privacy

Fasqon does not knowingly collect personal information from children under the age of 16. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us immediately so that we can take the necessary steps to remove such information and terminate the child's account.

Updates

We will update this privacy policy as needed so that it is current, accurate, and as clear as possible. Your continued use of our Services confirms your acceptance of our updated Privacy Policy.

Data Retention

Please note that we retain the information we collect as long as it is necessary to fulfill the purpose for which it was collected, as outlined in this Privacy Policy, and to the extent permitted by applicable legal requirements. Where you request the deletion of your information, we may continue to retain and use your information as permitted or required



under applicable laws, for legal, tax, or regulatory reasons, or legitimate and lawful business purposes.

International Transfers

Please be aware that information collected through the Services may be transferred to, processed, stored, and used in the European Economic Area, the United Kingdom, the USA, and other jurisdictions. Data protection laws in the EU and other jurisdictions may be different from those of your country of residence. Your use of the Services or provision of any information therefore constitutes your consent to the transfer to and from, processing, usage, sharing, and storage of information about you in the EU and other jurisdictions as set out in this Privacy Policy.

Contact & Complaints

If you wish to make a complaint about how we process your information, please contact us and we will endeavor to deal with your complaint as soon as possible. This is without prejudice to your right to launch a claim with a data protection authority. We may need further information from them to verify you and will contact you to request further information if needed. We aim to respond to complaints within 30 days; however, this may be delayed if you have not provided us with all relevant information.

If you have questions about our Privacy Policy, please contact us office@fasqon.com
Attn: Fasqon Unipessoal LDA
Adress: Rua da Alfândega, n. ° 10, 4A, 9000 – 056 FUNCHAL, Portugal

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