

Wazzup Privacy Policy

Last updated: March 16th, 2026

Definitions

For the purposes of this Privacy Policy, the following terms have the meanings set out below:

“GDPR” means the General Data Protection Regulation (Regulation (EU) 2016/679) including as amended and incorporated into UK law after the GDPR ceases to apply in the UK. “Controller”, “Processor”, “Data Subject”, “Personal Data”, “Personal Data Breach”, and “Processing” have the same meanings as in the GDPR, and “Processed” and “Process” shall be construed in accordance with the definition of “Processing”.

This Privacy Policy describes how Wazzup SIA and its affiliates collect and process your personal information through <https://wazzup24.com/> website, products, services and applications (collectively “Wazzup” or the “Service”) that reference this Privacy Policy. By using Wazzup, you are consenting to the practices described in this Privacy Policy. If you reject the Privacy Policy provision, some parts of Service or Service in full can become unavailable to you.

The Information We Collect

Personal Information (Personal Data) is collected and processed when you use the Service. This information can be divided into two general categories: Information you provide to us and Information collected automatically.

Information You Provide

We ask for and collect the below personal information when you use the Service. We process this information for the adequate performance of any contract between us and you, including but not limited to the Terms of Use. Without it, we may not be able to provide you with all the requested services and features of the Service.

Information Provided by You At Wazzup

We gather information that you directly provide to us. This occurs when you engage in interactive features of our Services, complete forms, conduct transactions, apply for job positions, communicate with us through third-party social media platforms, seek customer support, or interact with us in any other way. The types of information we may collect include your email address and any other details you voluntarily provide.

To send periodic e-mails We may use the information we collect from you when you register or use certain other site features. This might be for security reasons, to ask your opinion about the website, or it may be to keep you updated on any changes to the services provided on the Website and our Services. We may also send periodic emails with news and Services updates, or use this information to follow up with you following live chat or email.

Your profile Information

- Name, first name, middle name;

- Contact phone number of the User;
- E-mail address;
- Goods delivery address;
- Place of residence.

Your Messages

We retain your messages in the ordinary course of providing our Service to you. We offer end-to-end encryption for our Service, which is on by default. End-to-end encryption means that your messages are encrypted to protect against Service and/or any third party from reading them.

Your Connections

To help you organize how you communicate with others, we may create a favorites list of your contacts for you, and you can create, join, or get added to groups and broadcast lists, and such groups and lists get associated with your account information.

Information We Collect Automatically

There is certain information that we collect automatically as the result of your use of the Service, or through the use of cookies and other web analytics services. This information generally includes:

Usage Information – We collect information about your interactions with the Wazzup, including the pages that you visit and links you click on, the time, frequency and duration of your visits to the Service.

Log Data – We automatically collect log information when you use the Service, even if you have not registered for an account or logged in. That information includes, among other things: details about how you've used the Service (including links to third party sites or services), Internet Protocol (IP) address, access times, your browser type and operating system, device information, device event information (e.g., crashes, browser type), and the page you've viewed or engaged with before or after using the Service.

Cookies – We use cookies and other similar technologies, such as pixels, local storage, and mobile device identifiers and may also allow our business partners to use these tracking technologies on the Service, or engage others to track your behavior on our behalf.

Location Data – When you use certain features of the Service, we may collect data about your general location (e.g. IP address). We use this data to provide you with location-based services (such as advertising and personalized content). Most mobile devices allow you to control or disable the use of location services for applications in the device's settings.

Device Information – We collect information from and about the devices you use, including how you interact with the Service and information about the device itself, such as the hardware model, operating system, IP addresses, cookie information, device settings, mobile device and advertising identifiers, apps installed, browser type, language, battery level and time zone. This information

allows us to recognize and associate your activity, and provide personalized content and advertising, consistently across all of your devices.

Purposes of using Personal Information

We use your personal information to operate, provide, develop, and improve the products and services that we offer our customers. These purposes include:

- Identification of the User;
- Provision of personalized services and services to the User;
- Communication with the User, including sending notifications, requests and information concerning use of the Service, provision of services, as well as processing of requests and requests from the User;
- Carrying out statistical and other studies based on impersonal data;
- Carrying out marketing actions for Users, including for the purpose of distribution of offers to participate in the promotion and receipt of prizes/rewards provided by the promotion;
- Distribution of advertising and information materials on telecommunication networks, including through the use of telephone, Internet, mobile radiotelephone, or direct contacts;
- To resolve disputes and identify problems;
- To prevent potentially prohibited and illegal acts;
- Targeting of mailing, advertising materials and other information communicated to the Users.

Cookies and Other Identifiers

To enable our systems to recognize your browser or device and to provide and improve Wazzup Services, we use cookies and other identifiers.

We use cookies, pixels, and other technologies (collectively, “cookies”) to learn more about your interests, and provide you with essential features and services, including:

- Recognizing you when you sign-in to use our services. This allows you to use the Service.
- Keeping track of your specific preferences. This allows us to honor your preferences, such as whether or not you would like to see interest-based ads. You may set your preferences through Your Account.
- Conducting research and diagnostics to improve Wazzup’s content, products, and services.
- Prevention of fraud.

- Increase security when using the Service.
- Delivering content, including ads, relevant to your interests on Wazzup site and third-party sites.
- Reporting. This allows us to measure and analyze the performance of our services.

Approved third parties may also set cookies when you interact with Wazzup services. Third parties include search engines, providers of measurement and analytics services, social media networks, and advertising companies. Third parties use cookies in the process of delivering content, including ads relevant to your interests, to measure the effectiveness of their ads, and to perform services on behalf of Wazzup.

You can manage browser cookies through your browser settings. The 'Help' feature on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, how to block cookies, and when cookies will expire. In case of cookie blocking, some functions of the Service may not be available

Transfer of user's information to third parties

Wazzup does not sell or transfer personal information of users to third parties. Personal information of users can be provided only in the following cases, as well as to affiliates who comply with the requirements of this Policy and take all necessary actions to protect personal data.

Subcontractors

We engage other companies and individuals to provide individual services such as: website support, deleting repetitive information, analyzing data, providing marketing assistance, providing search results and links, processing payments, providing customer service and others. Subcontractors may have access to personal information which is necessary to carry out their tasks, but may not use the data for other purposes.

Compliance with Laws

We may disclose your information to courts, law enforcement agencies, and governmental authorities (i) to comply with our legal obligations, (ii) to comply with legal process and to respond to claims asserted against Wazzup, (iii) to respond to verified requests relating to a criminal investigation or alleged or suspected illegal activity or any other activity that may expose us, you, or any other of our users to legal liability, (iv) to enforce agreements with users, or (v) to protect the rights, property or personal safety of Wazzup, its employees, and affiliates.

Business Transfers

We may, at our discretion, assign all of our rights and obligations under this Privacy Policy to any of our affiliates in connection with the merger, accession, restructuring or sale of the Service, by law or otherwise. In addition, information

about you may be transferred to any of our affiliates, successors or the new owner of the Service.

With Your Consent. We will disclose your information if you have agreed that we may do so. We will make this clear to you at the point at which we collect your information, including the purpose(s) for which we will use the data.

Information Security

Wazzup maintains appropriate technical, administrative, and physical safeguards that are designed to prevent unauthorized access, use or disclosure of personal information we collect or store and to ensure a level of security appropriate to the risk of varying likelihood and severity for the rights and freedoms of natural persons that may be involved with our processing operations. We regularly monitor our systems for possible vulnerabilities and attacks. However, it is not possible to guarantee the security of information transmitted over the Internet. You use the Service and provide us with information at your own discretion and risk. However, if, for any reason, your personal information is unauthorized to third parties, you will be notified within 72 hours.

Updates to Our Policy

We may amend or update our Privacy Policy. We will provide you notice of amendments to this Privacy Policy, as appropriate, and update the “Last Modified” date at the top of this Privacy Policy. Your continued use of the Service confirms your acceptance of our Privacy Policy, as amended. If you do not agree to our Privacy Policy, as amended, you must stop using the Service. Please review our Privacy Policy from time to time.

Age restrictions

The Service is not intended for use by minors. Any person from EU countries under 18 years of age is prohibited from using the Service. If you use the Service outside EU, the legislation of such region is applied to defining whether you are minor or not. Such persons should not attempt to register an account or provide us with any personal information. We do not knowingly collect any personal information from anyone under 18. If we receive information that we have received personal data from a person under 18 years of age, such data will be deleted immediately. If you have reason to believe that we may have collected the personal data of a person under 18, please notify us immediately at support@wazzup24.com. For the purposes of checking the age of users, the Service has the right to request copies of the identity document. If such a document is not provided, access to the Service may be blocked. Service does not store, transfer to any third party of the identity documents – such documents are immediately deleted upon the completion of age check.

Data storage

Personal data is stored on the Service until you stop using the Service. In case of deletion of data from the Service at the initiative of one of the parties, personal data of the user is stored in databases of the Service for not more than six months.

Upon expiration of the above-mentioned period of storage of personal data of the user, personal data of the user is destroyed.

The user can at any moment change (update, supplement) the personal information provided by him or her or part of it, as well as its privacy parameters, using the function of editing personal data in the personal office.

The user has the right to withdraw at any time the provided consent to processing of personal data on condition of the written notice of it of Service on the communication channels provided below, not less than in 90 days before the date of the termination of processing and use of the personal data provided to them assumed.

Final provisions

The applicable legislation is the legislation of the European Union and the Republic of Latvia. If any of the provisions of this Privacy Policy becomes invalid, the rules of GDPR and Latvian legislation shall be enforced to such provisions.

Nothing in this Privacy Policy shall be considered reduce, damage or in any way harm your rights and interests. If you provide information from outside of the EU, you shall understand and accept that using the Service does not breach the legislation of your region. In such cases Wazzup shall not be liable for any and all negative consequences of such misdeeds and can terminate your account at any time if we are aware of such breach. You shall stop using the Service in case it is forbidden by the law of your country.

Contact Information

If you have any questions or complaints about this Privacy Policy or our practices, please contact us by email at support@wazzup24.com or write us at

SIA Wazzup

Registration number: 40203253201

Address: Rīga, Ganību dambis 26A, LV-1005, Latvia

sia@wazzup24.com