

# Privacy Policy

*AutoMate • Effective date: 27 May 2026*

This Privacy Policy explains how AutoMate ("AutoMate", "we", "us" or "our") collects, uses, shares and protects personal data when you use the AutoMate mobile application, website and related services (the "Platform"), whether as a vehicle owner ("Customer") or as a workshop, mechanic or service professional ("Mechanic").

AutoMate operates from the Republic of Cyprus and acts as a data controller for the personal data described below. We process personal data in accordance with the EU General Data Protection Regulation (Regulation (EU) 2016/679, "GDPR") and the Cyprus Processing of Personal Data (Protection of the Individual) Law of 2018 (Law 125(I)/2018).

## 1. Who we are

Controller: AutoMate

Registered office: [Registered office address, Cyprus]

Contact for privacy matters: [contact@automate.cy]

## 2. Personal data we collect

### 2.1 Information you provide

- Account data: name, email, phone number, password, profile photo, language.
- Customer data: vehicle details (make, model, year, VIN, registration plate, mileage), service preferences, location of the vehicle.
- Mechanic data: business name, trade licence, VAT registration, workshop address, certifications, insurance details, bank/payout details, identity verification documents.
- Job data: descriptions of faults, photos, audio notes, AI-diagnostic responses, quotes, invoices, parts used, warranty terms.
- Communications: messages exchanged through the in-app chat, reviews, ratings, support requests.

### 2.2 Information collected automatically

- Device and technical data: IP address, device identifiers, operating system, app version, crash logs, language settings.
- Usage data: pages viewed, features used, search terms, click-through events, session duration.
- Location data: approximate or precise location (with your permission) to match you with nearby Mechanics or to route jobs.
- Cookies and similar technologies on our website (see Section 9).

## 2.3 Information from third parties

- Identity and licence verification providers.
- Payment processors (transaction status, last 4 digits of card, payout confirmations).
- Fleet, insurance and corporate partners who refer jobs to the Platform.

## 3. How and why we use personal data (legal bases)

We process personal data on the following GDPR legal bases:

- Performance of a contract (Art. 6(1)(b)) — to create your account, match Customers and Mechanics, manage bookings, issue invoices, process payments and provide warranty support.
- Legal obligation (Art. 6(1)(c)) — to comply with VAT, invoicing, accounting, anti-money-laundering and consumer-protection rules in Cyprus and the EU.
- Legitimate interests (Art. 6(1)(f)) — to operate the Quality Vetting programme, prevent fraud and abuse, secure the Platform, improve our services, and develop the AI Diagnostic Match and Car Health File features.
- Consent (Art. 6(1)(a)) — for precise location, push notifications, marketing communications and optional analytics. You may withdraw consent at any time.

## 4. The Car Health File

Each vehicle serviced on AutoMate is linked to a structured Car Health File keyed by VIN. The file contains service dates, parts used, warranty terms and mileage trajectories. The Customer controls visibility of the file and may export or delete it at any time, subject to legal retention obligations for tax and warranty records.

## 5. Sharing of personal data

We share personal data only when necessary and with appropriate safeguards:

- With Mechanics, when a Customer requests a quote or books a job (limited to information needed to perform the service).
- With Customers, when a Mechanic responds to a job (business name, ratings, certifications, quote).
- With payment processors and banks to settle transactions and remit VAT.
- With fleet, leasing and insurance partners where the Customer is acting on their behalf.
- With professional advisers, auditors and regulators where required.
- With service providers (hosting, analytics, customer support, identity verification) acting as data processors under written agreements.
- In connection with a corporate transaction (merger, acquisition, financing or sale of assets), subject to confidentiality.

We do not sell personal data.

## 6. International transfers

Where personal data is transferred outside the European Economic Area, we rely on adequacy decisions of the European Commission or on Standard Contractual Clauses together with supplementary technical and organisational measures.

## 7. Retention

We keep personal data only for as long as necessary for the purposes set out in this Policy, including to comply with Cyprus tax law (currently 6 years for invoicing records), to resolve disputes, to enforce our agreements and to honour warranty terms. When data is no longer needed, it is deleted or irreversibly anonymised.

## 8. Your rights

Subject to GDPR conditions, you have the right to: access your personal data; rectify inaccurate data; request erasure; restrict or object to processing; data portability; and withdraw consent at any time. To exercise these rights, contact us at [contact@automate.cy]. You also have the right to lodge a complaint with the Office of the Commissioner for Personal Data Protection of Cyprus (www.dataprotection.gov.cy).

## 9. Cookies and analytics

Our website uses strictly necessary cookies to operate the service and, with your consent, analytics and preference cookies to understand usage and improve features. You can manage cookie preferences via the cookie banner or your browser settings.

## 10. Security

We apply technical and organisational measures appropriate to the risk, including encryption in transit, access controls, audit logging, vetting of staff and processors, and incident-response procedures. No system is perfectly secure; please use a strong password and protect your device.

## 11. Children

The Platform is not intended for individuals under 18 years of age. We do not knowingly collect personal data from minors.

## 12. Changes to this Policy

We may update this Policy from time to time. Material changes will be notified through the app or by email at least 14 days before they take effect.

## **13. Contact**

For any questions about this Policy or your personal data, please contact us at [contact@automate.cy].