



PRIVACY POLICY

Introduction

The privacy of all former, existing customers or visitors of this website is essential to Zitadelles Advisory Group Ltd. (hereinafter „Zitadelle” or the „Company”). It is an obligation of the Company to safeguard the privacy of its customers and website visitors. The present policy demonstrates how Zitadelle collects, safeguards and uses the personal information of its customers.

Personal Data

By accessing this website, a customer consents that his personal data will be collected, maintained, used and disclosed in accordance with the provisions of this privacy policy.

Data collection

Zitadelle will collect such personal data that a customer explicitly and knowingly provides to the Company. If a customer uses an online contact form to obtain assistance from the Company’s professionals, he/she will be requested to provide full name and contact details (telephone and e-mail).

Before accepting any individual or corporate entity as a customer of Zitadelle, the Company is required to establish proof of identity of such individual or corporate entity, subject to applicable anti-money laundering regulations. This shall be usually done by obtaining additional information or documents.

The contact information of a customer may be used by the Company to contact a customer in the future for the purpose of (i) informing about new services or any changes in services offers, (ii) informing about regulatory changes, (iii) ensuring that the content on the website is presented in the most effective manner.

Data keeping

As soon as the data is no longer required, it will be destroyed by approved destruction methods in order to prevent unauthorized access and/or use of the data. During the period an individual is considered a customer of the Company and for an additional period of 5 years, the Company will safeguard personal data of such customer in its custody. A customer shall acknowledge that keeping (storing) and transmission of the personal data cannot be guaranteed safe, however, Zitadelle will undertake all necessary efforts for safeguarding the data in accordance with highest standards. The personal data will be safeguarded from unauthorized disclosure, use or modification, loss, theft, or copying.

Data sharing with third parties

Zitadelle shall have the right to share personal data of a customer to the following third parties:

- Partners, agents and affiliates;
- Administrative, judicial or any official government authorities upon their request;
- A company or individual who provides services to both Zitadelle and a customer;
- A company that may take over control, or rights and/or responsibilities of Zitadelle;

Rights under GDPR

The European Union General Data Protection Regulation (GDPR) grants customers various rights regarding personal data of a customer. A customer may refer to the law directly for obtaining more detailed information about rights of a customer.

A customer of Zitadelle has the right to ask the Company to stop processing his/her personal data. Personal data of a customer will only be collected and processed with explicit consent of a customer which will be asked before start of verification process. A customer will also be informed about the manner and purpose of collection of personal data.

Cookies

Cookies are small files that are sent to a device of a customer when he/she accesses the website, and are stored on the web browser. Cookies are helpful for both customers and the Company, since these would help the Company to provide more customized browsing experience.

Contact

Zitadelle can be contacted for the purpose of addressing privacy-related questions, not covered by this Privacy Policy or any other questions related to use of personal data on the following contact details:

E-mail: info@zitadelleag.com

Telephone: +357 96649654