

## Privacy policy for Metacortex Status Page System

Metacortex Software SL ("we," "our," or "us") is committed to protecting your privacy. This **Privacy Policy** explains how we collect, use, and safeguard your personal information when you subscribe to our **Status Alert Service** via SMS and/or MMS.

By using this service, you consent to the data practices described in this policy.

### 1. Data Controller Information

- **Company Name:** Metacortex Software SL
- **VAT:** B19392489
- **Address:** C/ Princesa, 31, 2-2, 28008, Madrid, Spain
- **Email:** info@metacortex.es
- **Phone:** +34 91 993 00 89

### 2. What Data We Collect

When you subscribe to our **Status Alert Service**, we collect the following personal data:





- ✓ **Mobile phone number** – Required to send you SMS/MMS alerts.
- ✓ **Message content** – Limited to service-related messages only.
- ✓ **Timestamps of sent/received messages** – For operational and troubleshooting purposes.

#### **We do NOT collect:**

- X Name, email, or other personally identifiable information.
- X Any marketing preferences or third-party data.

### 3. How We Use Your Data

We use your **mobile phone number** exclusively for the following purposes:

-  To **send system status alerts, maintenance notifications, and outage reports.**
-  To **manage and process subscriptions** (opt-in and opt-out).
-  To **respond to your inquiries** related to this service.
-  To **maintain and troubleshoot** the SMS/MMS delivery system.

#### **No marketing messages or advertisements will be sent.**

## 4. Legal Basis for Processing

We process your **mobile phone number** under the following legal bases:

- ✓ **Consent (GDPR Art. 6.1(a))** – You voluntarily subscribe by sending an SMS.
- ✓ **Legitimate Interest (GDPR Art. 6.1(f))** – Ensuring you receive system status updates as requested.

## 5. Data Retention



We retain your mobile phone number **only for as long as you are subscribed to the service.**



If you **unsubscribe**, your number will be deleted **within 7 days** from our system.

## 6. Data Sharing & Third Parties



We do NOT sell, rent, or share your personal data with third parties.

However, we may use **third-party SMS gateway providers** to deliver messages. These providers:

- ✓ Process your number **only for sending alerts.**
- ✓ Are compliant with **GDPR and data protection laws.**

## 7. Data Security

We take appropriate security measures to protect your personal data:



**Encryption:** Secure transmission of messages.



**Access Controls:** Limited access to authorized personnel only.



**Secure Storage:** Phone numbers are stored in a protected database.

However, **no data transmission is 100% secure**, and we **cannot guarantee absolute security.**

## 8. Your Rights (GDPR Compliance)

Under the **General Data Protection Regulation (GDPR)**, you have the following rights:

- ✓ **Right to Access** – Request a copy of the data we hold about you.
- ✓ **Right to Rectification** – Request corrections to inaccurate data.
- ✓ **Right to Erasure ("Right to be Forgotten")** – Request deletion of your data.
- ✓ **Right to Restriction of Processing** – Limit how we use your data.
- ✓ **Right to Object** – Object to data processing.
- ✓ **Right to Data Portability** – Request data in a portable format.



To exercise your rights, contact us at: [info@metacortex.es](mailto:info@metacortex.es)

## 9. Unsubscribing & Data Deletion



You can unsubscribe at any time by sending:

**STOP** to **+12014770730**

Or

By reaching us at [info@metacortex.es](mailto:info@metacortex.es)



Your data will be deleted **within 7 days** of unsubscribing.

## 10. International Data Transfers


Our service operates in **Spain**. If data is processed outside the **European Economic Area (EEA)** (e.g., through SMS gateway providers), we ensure that appropriate **GDPR-compliant safeguards** are in place.


## 11. Changes to This Privacy Policy


We may update this **Privacy Policy** from time to time. Any changes will be posted on our website, and if significant, we may notify you via SMS.

## 12. Contact & Complaints

 **Metacortex Software SL**

 C/ Princesa, 31, 2-2, 28008, Madrid, Spain

 **Email:** info@metacortex.es

 **Phone:** +34 91 993 00 89

If you believe your **privacy rights have been violated**, you may lodge a complaint with the **Spanish Data Protection Agency (AEPD)**:

 [www.aepd.es](http://www.aepd.es)

**By using this service, you acknowledge and agree to this Privacy Policy.**