

Cookie Policy of www.livappy.com

To find more information on California consumers and their privacy rights, Users may [read the privacy policy](#).

To find more information on Virginia consumers and their privacy rights, Users may [read the privacy policy](#).

To find more information on Colorado consumers and their privacy rights, Users may [read the privacy policy](#).

To find more information on Connecticut consumers and their privacy rights, Users may [read the privacy policy](#).

To find more information on Utah consumers and their privacy rights, Users may [read the privacy policy](#).

This document informs Users about the technologies that help this Website to achieve the purposes described below. Such technologies allow the Owner to access and store information (for example by using a Cookie) or use resources (for example by running a script) on a User's device as they interact with this Website.

For simplicity, all such technologies are defined as "Trackers" within this document – unless there is a reason to differentiate. For example, while Cookies can be used on both web and mobile browsers, it would be inaccurate to talk about Cookies in the context of mobile apps as they are a browser-based Tracker. For this reason, within this document, the term Cookies is only used where it is specifically meant to indicate that particular type of Tracker.

Some of the purposes for which Trackers are used may also require the User's consent. Whenever consent is given, it can be freely withdrawn at any time following the instructions provided in this document.

This Website uses Trackers managed directly by the Owner (so-called "first-party" Trackers) and Trackers that enable services provided by a third-party (so-called "third-party" Trackers). Unless otherwise specified within this document, third-party providers may access the Trackers managed by them.

The validity and expiration periods of Cookies and other similar Trackers may vary depending on the lifetime set by the Owner or the relevant provider. Some of them expire upon termination of the User's browsing session.

In addition to what's specified in the descriptions within each of the categories below, Users may find more precise and updated information regarding lifetime specification as well as any other relevant information — such as the presence of other Trackers — in the linked privacy policies of the respective third-party providers or by contacting the Owner.

How this Website uses Trackers

Necessary

This Website uses so-called "technical" Cookies and other similar Trackers to carry out activities that are strictly necessary for the operation or delivery of the Service.

Trackers managed directly by the Owner

Redis

Redis (self-hosted)

This Application uses Redis, an in-memory data store, for caching frequently accessed data and managing user sessions. Redis is self-hosted on the Owner's infrastructure (AWS) and does not transmit Personal Data to third parties.

Personal Data processed: session tokens, session statistics, cached user preferences, temporary authentication data, Usage Data.

Data retention: session data expires automatically (TTL-based). Cache uses LRU eviction policy (max 256MB).

Place of processing: European Union (AWS).

Personal Data processed: Trackers.

Trackers managed by third parties

Stripe (Stripe Payments Europe, Limited)

Stripe is a payment service provided by Stripe Payments Europe, Limited, Stripe Payments UK, Ltd or by Stripe Payments Canada, Ltd., depending on how the Owner manages the Data processing.

Personal Data processed: billing address, email address, first name, last name, payment info, purchase history, Trackers, Usage Data and various types of Data as specified in the privacy policy of the service.

Place of processing: European Union – [Privacy Policy](#); United Kingdom – [Privacy Policy](#); Gibraltar – [Privacy Policy](#); Liechtenstein – [Privacy Policy](#); Norway – [Privacy Policy](#); Switzerland – [Privacy Policy](#); United Kingdom – [Privacy Policy](#);

Canada – [Privacy Policy](#).

Trackers duration:

- 1: indefinite
- __Host-LinkSession: 2 years
- __stripe_mid: 1 year
- __stripe_sid: 30 minutes
- _mf: indefinite
- dashboard.banner-dismissals: duration of the session
- link.auth_session_client_secret: duration of the session
- m: 2 years
- pay_sid: 1 year

Google Maps Widget (Google Ireland Limited)

Google Maps is a maps visualization service provided by Google Ireland Limited that allows this Website to incorporate content of this kind on its pages.

Personal Data processed: Trackers and Usage Data.

Place of processing: Ireland – [Privacy Policy](#).

iubenda Privacy Controls and Cookie Solution (iubenda srl)

The iubenda Privacy Controls and Cookie Solution allows the Owner to collect and store Users' preferences related to the processing of personal information, and in particular to the use of Cookies and other Trackers on this Website.

Personal Data processed: IP address and Trackers.

Place of processing: Italy – [Privacy Policy](#).

Trackers duration:

- _iub_cs-*: 1 year
- _iub_cs-*-granular: 1 year
- euconsent-v2: 12 months
- usprivacy: 1 year

Other Trackers

Redis

Redis (self-hosted)

This Application uses Redis, an in-memory data store, for caching frequently accessed data and managing user sessions. Redis is self-hosted on the Owner's infrastructure (AWS) and does not transmit Personal Data to third parties.

Personal Data processed: session tokens, session statistics, cached user preferences, temporary authentication data, Usage Data.

Data retention: session data expires automatically (TTL-based). Cache uses LRU eviction policy (max 256MB).

Place of processing: European Union (AWS).

Personal Data processed: Trackers.

Functionality

This Website uses Trackers to enable basic interactions and functionalities, allowing Users to access selected features of the Service and facilitating the User's communication with the Owner.

Trackers managed directly by the Owner

Contact form (this Website)

By completing the contact form with their information, the User authorizes this Website to use these details to respond to the inquiries (like quotes, and any other requests).

Personal Data processed: city, company name, country, county, date of birth, email address, fax number, field of activity, first name, gender, last name, number of employees, phone number, physical address, profession, state, Tax ID, Trackers, Usage Data, User ID, various types of Data, VAT Number, website and ZIP/Postal code.

AML / Anti-Money Laundering Compliance

ML / Anti-Money Laundering Compliance (this Application)

In compliance with EU Directive 2015/849 (AMLD5) and the Estonian Money Laundering and Terrorist Financing Prevention Act, this Application performs due diligence checks on Users involved in real estate transactions. AML checks may be performed in conjunction with identity verification (Veriff) and may involve screening against international sanctions lists, politically exposed person (PEP) databases, and adverse media sources.

Personal Data processed:

first name

last name

email address

payment info

usage data

Usage Data nationality, government-issued identification document details, address, source of funds information, transaction history, PEP screening results, sanctions list screening results.

Legal basis: legal obligation (Art. 6(1)(c) GDPR).

Data retention: AML records are retained for a minimum of 5 years after the end of the business relationship, as required by applicable law.

Place of processing: European Union.

Personal Data processed: Trackers.

Trackers managed by third parties

Mailing list or newsletter

By registering on the mailing list or for the newsletter, the User's email address will be added to the contact list of those who may receive email messages containing information of commercial or promotional nature concerning this Website. Your email address might also be added to this list as a result of signing up to this Website or after making a purchase.

Personal Data processed: email address, Trackers and Usage Data.

Resend

Resend is a transactional and marketing email delivery service provided by Plus Five Five, Inc.

Company: Plus Five Five, Inc.

Place of processing: United States

Privacy Policy: <https://resend.com/legal/privacy-policy>

Personal Data processed: email address, first name, last name, Usage Data

Personal Data processed: Trackers.

Veriff

Veriff (Veriff OÜ)

Veriff is an identity verification service provided by Veriff OÜ (Estonia). It is used to verify the identity of Users who register as real estate professionals on this Application. Veriff processes biometric data (facial recognition) which constitutes special category data under Art. 9 GDPR. Processing is based on the User's explicit consent (Art. 9(2)(a) GDPR).

Personal Data processed: Biometric data, facial recognition data, selfie image, video recording, government-issued identity documents (e.g. passport, ID card, driver's license), first name, last name, date of birth, nationality, Usage Data

Company: Veriff OÜ

Privacy Policy: <https://www.veriff.com/privacy-notice>

Place of Processing : European Union (Estonia — Veriff OÜ, Niine 11, Tallinn)

Retention period:

As required by applicable law; typically deleted within 90 days after completion of verification process, unless retention is required by law

Personal Data processed: Trackers.

Experience

This Website uses Trackers to improve the quality of the user experience and enable interactions with external content, networks and platforms.

Trackers managed by third parties

Stripe account access (Stripe, Inc.)

This service allows this Website to connect with the User's account on Stripe, provided by Stripe, Inc.

Personal Data processed: email address, first name, last name, payment info, Trackers and Usage Data.

Place of processing: United States – [Privacy Policy](#); European Union .

Trackers duration:

- __stripe_mid: 1 year
- __stripe_sid: 30 minutes

Measurement

This Website uses Trackers to measure traffic and analyze User behavior to improve the Service.

Trackers managed by third parties

Google Analytics 4 (Google Ireland Limited)

Google Analytics 4 is a web analysis service provided by Google Ireland Limited (“Google”). Google utilizes the Data collected to track and examine the use of this Website, to prepare reports on its activities and share them with other Google services.

Google may use the Data collected to contextualize and personalize the ads of its own advertising network. In Google Analytics 4, IP addresses are used at collection time and then discarded before Data is logged in any data center or server. Users can learn more by consulting [Google’s official documentation](#).

In order to understand Google's use of Data, consult their [partner policy](#) and their [Business Data page](#).

Personal Data processed: number of Users, session statistics, Trackers and Usage Data.

Place of processing: Ireland – [Privacy Policy](#) – [Opt out](#).

Trackers duration:

- _ga: 2 years
- _ga_*: 2 years

Meta Events Manager (Meta Platforms Ireland Limited)

Meta Events Manager is an analytics service provided by Meta Platforms Ireland Limited. By integrating the Meta pixel, Meta Events Manager can give the Owner insights into the traffic and interactions on this Website.

Personal Data processed: browser information, browsing history, city, clicks, country, Data communicated while using the service, date of birth, email address, first name, gender, IP address, last name, page views, state, Trackers, unique device identifiers for advertising (Google Advertiser ID or IDFA, for example), Usage Data, User ID and ZIP/Postal code.

Place of processing: Ireland – [Privacy Policy](#) – [Opt out](#).

Trackers duration:

- _fbp: 3 months
- lastExternalReferrer: duration of the session
- lastExternalReferrerTime: duration of the session

Google Tag Manager (Google Ireland Limited)

Google Tag Manager is a tag management service provided by Google Ireland Limited.

In order to understand Google's use of Data, consult their [partner policy](#) and their [Business Data page](#).

Personal Data processed: Trackers and Usage Data.

Place of processing: Ireland – [Privacy Policy](#).

Microsoft Clarity (Microsoft Corporation)

Microsoft Clarity is a session recording and heat mapping service provided by Microsoft Corporation. Microsoft processes or receives Personal Data via Microsoft Clarity, which in turn may be used for any purpose in accordance with the Microsoft Privacy Statement, including improving and providing Microsoft Advertising.

Personal Data processed: clicks, country, device information, diagnostic events, interaction events, mouse movements, page events, positional information, scroll-to-page interactions, session duration, time zone, Trackers and Usage Data.

Place of processing: Ireland – [Privacy Policy](#).

Trackers duration:

- ANONCHK: 10 minutes
- CLID: 1 year
- MR: 7 days
- MUID: 1 year
- SM: duration of the session
- _clck: 1 year
- _clsk: 1 day
- _cltk: indefinite

Marketing

This Website uses Trackers to deliver personalized ads or marketing content, and to measure their performance.

Some of the advertising services used by the Owner adhere to the [IAB Transparency and Consent Framework](#), an initiative that facilitates responsible privacy practices across the digital advertising industry - providing Users with enhanced transparency and control over how their data are used for advertising tracking purposes. Users can customize their advertising preferences at any time by accessing the advertising preferences panel from within the cookie notice or via the relevant link on this Website.

This Website participates in the IAB Europe Transparency & Consent Framework and complies with its Specifications and Policies. This Website uses iubenda (identification number 123) as a Consent Management Platform.

Trackers managed directly by the Owner

Real-time Messaging (Socket.io)

Real-time Messaging (Socket.io — self-hosted)

This Application provides real-time messaging functionality that allows Users to communicate with each other and with real estate professionals directly through the platform. The messaging service is powered by Socket.io WebSocket technology, self-hosted on the Owner's infrastructure.

Personal Data processed: message content (text), sender and recipient identifiers, timestamps, read receipts, online/offline status, email address, Usage Data

Messages are stored in the Application's database and are accessible to the sender and recipient. Messages are not shared with third parties.

Data retention: Messages are retained for the duration of the User's account. Upon account deletion, all associated messages are permanently removed.

Place of processing: European Union (AWS).

Personal Data processed: Trackers.

Claim System — Sharing of Listing Owner Data with Professionals

When a property owner adds a listing to the Platform, certain personal data (including contact details and listing-related information) may be shared with licensed real estate professionals (agents or agencies) who

"claim" the listing through the Platform's Claim System.

This sharing of data is necessary for the performance of the contract between the Owner and the Platform (Art. 6(1)(b) GDPR) and to connect Owners with qualified professionals who can represent their property.

Owners are informed of this data-sharing mechanism at the time of listing creation. Only verified and KYC-compliant professionals have access to Owner contact data through the Claim System.

Data shared includes: name, contact email, phone number (if provided), and listing details.

Personal Data processed: Trackers.

Trackers managed by third parties

Meta ads conversion tracking (Meta pixel) (Meta Platforms Ireland Limited)

Meta ads conversion tracking (Meta pixel) is an analytics service provided by Meta Platforms Ireland Limited that connects data from the Meta Audience Network with actions performed on this Website. The Meta pixel tracks conversions that can be attributed to ads on Facebook, Instagram and Meta Audience Network.

Personal Data processed: Trackers and Usage Data.

Place of processing: Ireland – [Privacy Policy](#) – [Opt out](#).

Trackers duration:

- `_fbc`: 3 months
- `_fbp`: 3 months
- `fr`: 3 months
- `lastExternalReferrer`: duration of the session
- `lastExternalReferrerTime`: duration of the session

Trackers that do not fit the above categorizations

Anthropic Claude via Model Context Protocol (MCP)

Anthropic Claude via Model Context Protocol (MCP)

This Application uses a Model Context Protocol (MCP) server that connects to Anthropic's Claude AI model for administrative and operational purposes, including listing management, content moderation, and platform administration tasks.

Personal Data processed: listing data (addresses, descriptions, prices), user account metadata, media file references, administrative queries and responses, usage data

Company: Anthropic, PBC — 548 Market St, PMB 90375, San Francisco, CA 94104-5401, USA.

Data is transmitted to Anthropic's servers in the United States. Data transfers to the United States are governed by Standard Contractual Clauses (SCCs), per GDPR Chapter V. Anthropic does not use API data for model training.

Place of processing: United States. Privacy Policy: <https://www.anthropic.com/privacy>

Claim System — Sharing of Listing Owner Data with Professionals

When a property owner adds a listing to the Platform, certain personal data (including contact details and listing-related information) may be shared with licensed real estate professionals (agents or agencies) who "claim" the listing through the Platform's Claim System.

This sharing of data is necessary for the performance of the contract between the Owner and the Platform (Art. 6(1)(b) GDPR) and to connect Owners with qualified professionals who can represent their property.

Owners are informed of this data-sharing mechanism at the time of listing creation. Only verified and KYC-compliant professionals have access to Owner

contact data through the Claim System.

Data shared includes: name, contact email, phone number (if provided), and listing details.

Elasticsearch

This Application uses Elasticsearch, an open-source search and analytics engine, to provide search functionality across property listings. Elasticsearch is self-hosted on the Owner's infrastructure (AWS) and does not transmit Personal Data to third parties. Personal Data processed: search queries, property listing data (address, price, description), Usage Data. Place of processing: European Union (AWS). Further information: <https://www.elastic.co/legal/privacy-statement/>

How to manage preferences on this Website

Users can set or update their preferences via the relevant privacy choices panel available on this Website.

With regard to any third-party Trackers, Users can manage their preferences via the related opt-out link (where provided), by using the means indicated in the third party's privacy policy, or by contacting the third party.

How to control or delete Cookies and similar technologies via your device settings

Users may use their own browser settings to:

- See what Cookies or other similar technologies have been set on the device;
- Block Cookies or similar technologies;
- Clear Cookies or similar technologies from the browser.

The browser settings, however, do not allow granular control of consent by category.

Users can, for example, find information about how to manage Cookies in the most commonly used browsers at the following addresses:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)
- [Microsoft Internet Explorer](#)
- [Microsoft Edge](#)
- [Brave](#)
- [Opera](#)

Users may also manage certain categories of Trackers used on mobile apps by opting out through relevant device settings such as the device advertising settings for mobile devices, or tracking settings in general (Users may open the device settings and look for the relevant setting).

How to opt out of interest-based advertising

Notwithstanding the above, Users may follow the instructions provided by [YourOnlineChoices](#) (EU and UK), the [Network Advertising Initiative](#) (US) and the [Digital Advertising Alliance](#) (US), [DAAC](#) (Canada), [DDAI](#) (Japan) or other similar services. Such initiatives allow Users to select their tracking preferences for most of the advertising tools. The Owner thus recommends that Users make use of these resources in addition to the information provided in this document.

The Digital Advertising Alliance offers an application called [AppChoices](#) that helps Users to control interest-based advertising on mobile apps.

Consequences of denying the use of Trackers

Users are free to decide whether or not to allow the use of Trackers. However, please note that Trackers help this Website to provide a better experience and advanced functionalities to Users (in line with the purposes outlined in this document). Therefore, if the User chooses to block the use of Trackers, the Owner may be unable to provide related features.

Owner and Data Controller

LIVAPPY OÜ
Harju maakond, Tallinn, Kesklinna linnaosa, Sakala tn 7-2, 10141
Estonia

Owner contact email: info@livappy.com

Since the use of third-party Trackers through this Website cannot be fully controlled by the Owner, any specific references to third-party Trackers are to be considered indicative. In order to obtain complete information, Users are kindly requested to consult the privacy policies of the respective third-party services listed in this document.

Given the objective complexity surrounding tracking technologies, Users are encouraged to contact the Owner should they wish to receive any further information on the use of such technologies by this Website.

Definitions and legal references

Personal Data (or Data)

Any information that directly, indirectly, or in connection with other information — including a personal identification number — allows for the identification or identifiability of a natural person.

Usage Data

Information collected automatically through this Website (or third-party services employed in this Website), which can include: the IP addresses or domain names of the computers utilized by the Users who use this Website, the URI addresses (Uniform Resource Identifier), the time of the request, the method utilized to submit the request to the server, the size of the file received in response, the numerical code indicating the status of the server's answer (successful outcome, error, etc.), the country of origin, the features of the browser and the operating system utilized by the User, the various time details per visit (e.g., the time spent on each page within the Application) and the details about the path followed within the Application with special reference to the sequence of pages visited, and other parameters about the device operating system and/or the User's IT environment.

User

The individual using this Website who, unless otherwise specified, coincides with the Data Subject.

Data Subject

The natural person to whom the Personal Data refers.

Data Processor (or Processor)

The natural or legal person, public authority, agency or other body which processes Personal Data on behalf of the Controller, as described in this privacy policy.

Data Controller (or Owner)

The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of Personal Data, including the security measures concerning the operation and use of this Website. The Data Controller, unless otherwise specified, is the Owner of this Website.

This Website (or this Application)

The means by which the Personal Data of the User is collected and processed.

Service

The service provided by this Website as described in the relative terms (if available) and on this site/application.

European Union (or EU)

Unless otherwise specified, all references made within this document to the European Union include all current member states to the European Union and the European Economic Area.

Cookie

Cookies are Trackers consisting of small sets of data stored in the User's browser.

Tracker

Tracker indicates any technology - e.g Cookies, unique identifiers, web beacons, embedded scripts, e-tags and fingerprinting - that enables the tracking of Users, for example by accessing or storing information on the User's device.

Legal information

This policy has been prepared based on provisions of multiple legislations.

This policy relates solely to this Website, if not stated otherwise within this document.

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