

PRIVACY POLICY

1. Introduction

Thank you for using Flatta. We are committed to protecting your privacy and ensuring transparency in how we handle your personal data. This Privacy Policy explains what information we collect, how we use it, and the measures we take to safeguard it. By using our platform, you agree to the practices described in this policy. If you do not agree, please refrain from using our services.

Our platform serves as a rental marketplace that consolidates apartment rental listings, allowing landlords and property managers to list apartments while renters can search, inquire, and book available properties. To facilitate these transactions, we collect and process personal data from both renters and listing providers.

2. Information We Collect

To provide our services effectively, we collect personal data from both users looking for apartments and those listing properties. Renters provide information such as their name, email address, phone number, and preferences regarding rental properties. Additionally, when making inquiries or bookings, renters may provide additional details to facilitate communication with landlords.

For landlords and property managers listing apartments, we collect details such as name, contact information, and property listings. This includes apartment descriptions, rental prices, availability, and relevant images. In cases where transactions occur through our platform, we may also collect payment-related details, although all financial transactions are processed securely through third-party providers.

When users visit our website, we collect certain data automatically, including IP addresses, device information, browsing behavior, and interactions with listings. This data helps us improve our platform's functionality and user experience. We may also use cookies and similar technologies to enhance website performance and personalize content. Users have the option to manage cookie preferences through their browser settings.

3. How We Use Your Information

The information we collect is used to operate and improve our marketplace. This includes facilitating communication between renters and listing providers, managing property listings, and ensuring the smooth functioning of rental

transactions. We use personal data to send notifications, verify user identities, and provide customer support when necessary.

In addition to transactional purposes, we analyze collected data to enhance our platform's performance. Understanding user preferences helps us optimize search results and suggest relevant listings. We may also use collected information for marketing and promotional activities, such as sending updates about new listings or special rental offers. Users have the right to opt out of marketing communications at any time.

4. Data Sharing and Security

We do not sell personal data to third parties. However, to facilitate rentals, relevant information is shared between renters and listing providers. When a renter inquires about or books an apartment, their contact details may be shared with the property owner or manager to proceed with the rental process. Similarly, landlords and property managers make certain information about their listings publicly available for potential renters.

To ensure secure transactions, we work with trusted third-party service providers for payment processing and fraud prevention. These partners handle personal data with strict security measures in compliance with applicable data protection laws. We also implement industry-standard security practices to protect user data from unauthorized access, loss, or misuse. Although our good faith efforts to store your data in a secure operating environment that is not available to the public, please remember that unfortunately no data transmission or storage is 100% risk free. You provide your personal data at your own risk, and we cannot guarantee the absolute security of your data. In the unfortunate case of a security breach that endangers your privacy or data we will inform you as well as the relevant authorities, as required by law. We may also temporarily shut down services to protect the personal data.

5. Retention of Data

We retain personal data only for as long as necessary to provide our services and comply with legal obligations. Account information, rental history, and property listings are stored as long as users actively use our platform. If an account is closed, we delete or anonymize personal data unless retention is required for legal or regulatory purposes.

To ensure privacy, sensitive information such as user identification documents (if collected for verification purposes) is securely deleted once it is no longer needed. Users may also request the removal of their personal data by contacting our support team.

6. User Rights and Choices

Users have the right to access, correct, or delete their personal data stored on our platform. Those who wish to update their information, remove their listings, or close their accounts can do so through their account settings or by reaching out to us directly.

If a user objects to the way their data is processed, they can request restrictions or opt out of certain data uses, such as marketing communications. Additionally, users can request a copy of their stored personal data in a structured, commonly used format.

7. Changes to This Privacy Policy

We may update this Privacy Policy as necessary to reflect changes in our services or legal requirements. When significant updates are made, we will notify users through our website or via email. Continued use of our platform after such changes indicates acceptance of the updated policy.

8. Contact Information

For questions or concerns about this Privacy Policy or the handling of personal data, users can contact us at contact@flatta.fi

This Privacy Policy was last updated on March 5th 2025.