

Privacy Policy

1. Introduction

This document explains how Hikko collects, processes, and stores personal data (hereinafter, "information") of its end users (hereinafter, "the users") whose consent is given by access to the services or communications provided and/or access to them.

This privacy policy describes the process of collecting, processing, storing, and deleting (in short, the life cycle) public and personal data potentially used by the service provided by Hikko, so if there is any doubt or concern about it, these services should not be used.

You must be of legal age to be able to use the services provided and, consequently, to grant consent to this privacy policy and data use.

1.2 Contact

To receive a copy of your personal information or request the evaluation of its elimination, you can contact the following address.

Dr. Héctor Miranda 2361, 11300. Office 801.
Montevideo, Uruguay
legal@hikko.is

2. Information collected

Hikko may collect information may through any of the processes described below.

On the one hand, when information is completed and the user submits forms while using some of the services provided.

Hikko may also collect information through public data granted by communication channels whose terms and conditions and data use policy have already been accepted (necessary to access and use the services provided by Hikko).

Finally, Hikko may collect information through the secure connection with technologies, services, or technological platforms of third parties for which access has previously consented.

2.1 Historical records

Hikko services automatically record the interactions held, generated by the very use of the services. This information can include unique IDs (user identifiers), date and time, the identifier of the activities carried out and the result obtained.

This information is persisted following the necessary security protocols, safeguarded in an encrypted way, and with access control; this information can be used by Hikko to potentially find bugs in the system, improve the user experience or offer products/services.

2.2 Confidential or third party information

Sometimes, the use of confidential information is necessary for the operation of the service provided. In these instances, Hikko only has access to information that was been provided through a form or by a third party (to whom the consent and the corresponding information have already been granted). Only the minimum information necessary for the operation of the service provided is maintained, respecting the standard storage, encryption, and data protection protocols in the market.

3. Use of information

When you access and use the services provided, you are accepting the use of the information collected. The main purpose given is to detect failures in the system and look for opportunities to improve the experience for users. It is also used to provide customer support service and offer promotional communications. Finally, it may be used to generate statistical reports on the operation of the services provided. This collected information is never publicly listed or accessible by third-party technology persons or services. Information stored is always encrypted and obfuscated.

3.1 Interaction with third parties

Information is only shared with third parties for which the user's consent is obtained, and only on information that is necessary to carry out the instructions requested by the same user. Anonymous and referenced information is handled, which means that it is not can directly identify a user from the data obtained. Sensitive and/or confidential data is not shared with third-party platforms. When, by instruction of the user, it is required to send this type of data, obfuscation, and 2FA mechanisms are used to guarantee the protection and corresponding access control.

The third parties hired by us are equally obliged to adhere to and comply with the security policies and manuals of the information, as well as the security protocols that we apply to all our processes.

4. Deadline

The information provided will remain stored for the maximum term necessary to allow the fulfillment of the obligations legal and/or contractual matters at our expense, especially in accounting, contractual, fiscal, and tax matters or to meet the provisions applicable to the administrative, accounting, fiscal, legal and historical aspects of the information.

5. Protection of information

The information is kept securely with the necessary technical and physical measures to protect against loss, injuries, accidents, or actions from third parties without authorization.

We have established information security policies, procedures, and standards, whose objective is to protect and preserve the integrity, confidentiality and availability of the information, regardless of the medium or format where it is located, its temporary location or permanently or in the manner in which it is transmitted.

The information can be distributed in different geographical locations over time.

We presume the veracity of the information provided and we do not verify, nor do we assume the obligation to verify the veracity, validity, sufficiency, and authenticity of the data provided to us. Therefore, we do not assume responsibility for damages and/or losses of all nature that could originate from the lack of veracity, validity, sufficiency, or authenticity of the information, including damages and damages that may be due to homonymy or identity theft. If you provide us with personal information about a person other than you, such as your spouse or a co-worker, we understand that you have the authorization of that person to provide us with your data.

5.1 End User Rights

As an end-user, you are always in a position to refrain from or oppose this privacy and data use policy, including the treatment of the information mentioned in this same policy. As a user, consent to the use of the privacy and data use policy can be withdrawn, with which the data must be notified mentioned at the beginning of this document and abandon the use of the services provided. The person can request the sending of a copy of their stored information, collected from the use of the service provided.