

## Netop Privacy Policy Appendix

### **Purpose**

This document is an addition to the [Netop's Privacy Policy](#), to add or to clarify specific aspects that are used only in Live Guide.

### **1. Data retention**

Live Guide retains the data up to 30 days after your account has expired. In extreme situations, security or fraud investigations, we will extend the retention period for the affected accounts.

### **2. Account closure**

If you want to close your account, your data will be removed in 24 to 48 hours starting from activation of the option. To access this feature, use the *Settings* menu from the Administration module.

### **3. Data security**

All communication with our servers is done using a secure protocol (HTTPS). There are cases, audio or video conversation, file sending or receiving, when the data is sent or received directly from one peer to another.

Our systems are regularly monitored, to prevent any type of hacking techniques.