Privacy Policy for “MyStudyguide”

As of: 10 October 2026

We process your personal data, which falls under the following data categories:

In the case of processing on our website:

- Contact data (IP addresses, browser details, technical data, email address, name)
- Customer inquiries (contact form, etc.)
- Answers to quiz questions

In the case of creating an account and using our web app:

- Contact data (IP addresses, browser details, technical data, email address, name, profile data, language used)
- Usage data, logs, and activity logs (times/timestamps, features used)
- Uploaded documents and content
- Customer inquiries (contact form, support request, etc.)
- Contract data (in the event a contract is concluded)
- Billing data (in the event of payments)

Legal Basis: Consent

You have voluntarily provided us with data about yourself, and we process this data on the basis of your consent for the following purposes:

In the case of processing on our website:

- Contact data and customer inquiries for processing the contact form
- Answers to quiz questions for providing the quiz results

In the case of creating an account and using our web app:

- Contact data (email, etc.)

You may withdraw this consent at any time. A withdrawal means that we will no longer process your data for the above-mentioned purposes from that point onward. To withdraw consent, please contact: **support@mystudyguide.app**

Legal Basis: Performance of a Contract

The data you provide is necessary for the performance of the contract or for carrying out pre-contractual measures. Without this data, we cannot conclude the contract with you.

In the case of creating an account and using our web app:

- Contact data and customer inquiries for processing support requests
- Usage data, logs, and activity logs for the automated review and enforcement of contractual usage limits
- Uploaded documents and content, so that the core app functions can be provided and operate
- Contract data for concluding the contract
- Billing data for invoicing and billing in the case of payments

Legal Basis: Legitimate Interests

We process data about you on the basis of our legitimate interests or those of a third party.

In the case of processing on our website:

- Contact data (IP address, technical details, browser details) to prevent misuse of the website
- Answers to quiz questions (anonymized) to improve our app offerings

In the case of creating an account and using our web app:

- Contact data (IP address, technical details, browser details) to prevent misuse of the web app
- Usage data, logs, and activity logs to prevent misuse of the web app

Data Disclosure

Processors

For this data processing, we engage processors.

- **DigitalOcean, LLC** – for the purpose of hosting
  - Affected data categories: Contact data (IP address, browser data, technical data)
- **Google Cloud Services** – for the purpose of protection against automated attacks ("Recaptcha")
  - Affected data categories: Contact data (IP address, browser data, technical data)
- **Google Cloud Services** – for the storage of uploaded documents
  - Affected data categories: Uploaded documents
  - (Transfer takes place without disclosure of explicit user data such as name or email address)
  - Transferred data is encrypted
- **Mistral AI** – for the purpose of AI data processing
  - Affected data categories: Uploaded documents
  - (Transfer takes place without disclosure of explicit user data such as name or email address)
- **Lunaweb GmbH** – for the purpose of converting document types (file types)
  - Affected data categories: Uploaded documents
  - (Transfer takes place without disclosure of explicit user data such as name or email address)
- **Paddle Payments Ltd.** – for the purpose of Billing, invoicing and entering into the contract
  - Affected data categories: Contact Data. Contract Data, Billing Data
- **Sinch AB** – for the purpose of sending E-Mails automatically
  - Affected data categories: Contact Data

International Data Transfer

Your data is, at least in part, also processed outside the EU or the EEA, namely in:

- The United States

The adequate level of protection results from an adequacy decision of the European Commission pursuant to Art. 45 GDPR.

Storage Period / Deletion Deadline

We store your data:

In the case of processing on our website:

- Contact data (IP addresses, browser details, technical data, email address, name)
  - for 7 days in the case of protection against attacks and misuse (e.g., IP address)
- Customer inquiries (contact form, etc.)
  - For the duration of responding to the inquiry
  - For 3 months after the response is completed, in case follow-up questions arise
- Answers to quiz questions
  - For sharing the quiz answers via link, for 3 months

In the case of creating an account and using our web app:

- Contact data (IP addresses, browser details, technical data, email address, name, profile data, language used)
  - As long as an active contractual relationship exists
  - As long as the account exists and is actively used
  - Deletion of the account occurs after 2 years of inactivity
- Usage data, logs, and activity logs (times/timestamps, features used)
  - As long as an active contractual relationship exists
  - As long as the account exists and is actively used
  - Deletion of the account occurs after 2 years of inactivity
- Uploaded documents and content
  - As long as an active contractual relationship exists
  - As long as the account exists and is actively used
  - Deletion of the account occurs after 2 years of inactivity
- Customer inquiries (contact form, support request, etc.)
  - As long as an active contractual relationship exists
  - As long as the account exists and is actively used
  - Deletion of the account occurs after 2 years of inactivity
  - In the event that an inquiry is processed beyond the deletion of the account, deletion occurs only 3 months after the inquiry is completed
- Contract data (in the event a contract is concluded)
  - As long as an active contractual relationship exists
  - As long as the account exists and is actively used
  - In accordance with statutory requirements (e.g., retention obligations)
- Billing data (in the event of payments)
  - As long as an active contractual relationship exists
  - As long as the account exists and is actively used
  - In accordance with statutory requirements (e.g., retention obligations)

Information on Legal Remedies

Since we (also) process the data for direct marketing, you may object to this processing for direct marketing purposes at any time.

You are generally entitled to the rights of access, rectification, erasure, restriction, data portability, and objection. For this, please contact us.

If you believe that the processing of your data violates data protection law or that your data protection rights have otherwise been infringed in some way, you may lodge a complaint with the supervisory authority. In Austria, the Data Protection Authority is responsible.

Contact Addresses

You can reach us at the following contact details:

Felix Kazda
Nußdorfer Straße 92/2/40, 1090 Vienna, Austria

E-Mail: office@felixkazda.com

Supervisory authority for compliance with data protection regulations in Austria:

Austrian Data Protection Authority (Österreichische Datenschutzbehörde)

Barichgasse 40-42
1030 Vienna
Phone: +43 1 52 152-0
Email: dsb@dsb.gv.at
Web: www.dsb.at