

GDPR/PRIVACY POLICY (CHATBOT)

Effective Date: May 21, 2025

Data Controller: MedicalTrading Ltd.

Address: H-2724 Újlengyel, Petőfi Sándor u. 41.

Email: info@m2u.app

1. Introduction

MedicalTrading Ltd. ("we," "us," or "our") operates the M2U.app chatbot. We are committed to protecting your privacy. This policy explains how we handle data specifically regarding our chatbot services and payment processing.

2. Scope of Data Collection

The M2U.app chatbot is designed to function without requiring personal identification for general interaction. However, personal data is processed in the following instances:

- **Payment Processing:** To purchase credits, you must provide an **email address**. This is used for account identification, credit allocation, and sending receipts.
- **Transaction Metadata:** We receive confirmation of payment from Stripe, including a transaction ID, date, and amount. We do not see or store your full credit card number or CVC.
- **Bonus Verification:** If you participate in our bonus program (Facebook follow or Review), we process the minimum necessary data to verify completion and award credits.

3. Legal Basis for Processing

- **Performance of a Contract:** Processing is necessary to provide the credits you purchase (GDPR Art. 6 (1) b).
- **Legal Obligation:** Processing is necessary for tax and accounting compliance regarding sales (GDPR Art. 6 (1) c).

4. Third-Party Data Processors

We use **Stripe Payments Europe, Ltd.** to process all payments. Stripe is a leading secure payment provider. You can review their GDPR compliance and privacy documentation here:

- **Stripe Privacy Policy:** <https://stripe.com/privacy>
- **Stripe Cookies Policy:** <https://stripe.com/cookies-policy>
- **GDPR Commitment:** <https://stripe.com/guides/general-data-protection-regulation>

5. Data Retention

- **Financial Records:** Under Hungarian and EU accounting laws, data related to financial transactions is retained for 8 years.
- **User Account Data:** Non-financial data is retained until the user requests deletion or the service is discontinued.

6. Your Rights

Under the GDPR, you have the right to access, rectify, or erase your personal data, and the right to restrict or object to processing. To exercise these rights, contact us at info@m2u.app.