

Privacy Policy

IMPORTANT NOTE: Please read this Privacy Policy carefully before using this site and services of myWiFi.

1. Our commitment to privacy

The protection of privacy and personal information that you provide is a priority for myWiFi. By visiting this site and using myWiFi free Internet access service, you agree to accept the practice described in this Privacy Policy. All information provided through www.mywifi.pro or through myWiFi Email login, SMS login and Facebook, Google and Twitter applications (collectively "Services"), are collected, controlled and retained by TeleSolution Ltd. We do not transfer, sell or rent your personal information to third parties. Unless otherwise stated, this document deals only with the use of data collected by myWiFi service. myWiFi does not have access at any time, nor does it collect or retain your data for accessing your Facebook or Twitter accounts. myWiFi only enables the connection to the login pages of these social networks in order to register to our free WiFi.

2. Which information is collected

- Facebook

When using Facebook for the first time to access free WiFi in some location, myWiFi collects and stores your publicly available data from your Facebook profile. This includes your Facebook name and your email address. In line with Facebook API v10.0, in addition to these data, myWiFi also collects the following optional data:

- Your gender

We collect your gender information in order to correctly render pronouns so we can correspond with you through our service, using the correct gender in certain languages. In the process of accepting our Application, you can approve or not approve for collecting all restricted platform data (except your public profile). You hereby accept our access and collecting of mentioned personal data about you. The first time you use myWiFi at some location, you need to accept our myWiFi Facebook Application. This Facebook Application is necessary so our Hotspot system could integrate with Facebook in order to authenticate users. When you accept our Facebook App (myWiFi App), you agree that our App can identify your name, and your email address used for Facebook profile. No content can and will be posted or shared on your behalf. You only need to accept our Facebook App the first time you use it. Each subsequent access to free WiFi at any location will be automatic and will not require to accept the Facebook App but you will need to use Facebook login for that location.

- [Twitter](#)

The first time you sign in with Twitter for the access to free WiFi offered by the owner of the location, it is necessary to accept our Twitter Application. By this you agree with access of our Twitter App to your Twitter account in order to perform the authentication process. Our myWiFi Twitter Application is not authorized to access your Twitter account and post tweets on your behalf. MyWiFi collects only on behalf of your Twitter name. You are not required to comment, share or like any of the content on the Twitter profile, and your access to WiFi service will not be conditioned by this act. No content can be tweeted on your behalf. Any subsequent access to free WiFi at this location will be automatic and will not require you to accept the Twitter App.

- [Google](#)

You can use your Google Account to access to free WiFi offered by myWiFi. It is not possible to register with a false email address or the one registered to your Google account. By registering, you authorize myWiFi to collect and keep publicly available information from your Google account like your name, email and gender if defined

- [Email login](#)

You can also use myWiFi system for free WiFi when you define a valid email address of your choice, and optionally name and surname and your gender. Depending on the location, you will be offered to give the date of birth. This information is also optional. myWiFi checks the validity of email addresses and you cannot register with a non-valid email address. By registering, you authorize myWiFi to collect and store this information. This information is used by myWiFi to provide location owners with general (anonymous) demographic data of visitors (gender, age) and thereby help clients to better understand their target group.

- [SMS login](#)

You can also access myWiFi hotspot systems by entering your mobile phone number, name and surname and your gender. Depending on the location, you will be asked to leave the date of birth. This information is optional. myWiFi checks the validity of the number by sending you an access code by SMS message to the number you have entered. By registering you authorize myWiFi to collect and store this information. This information is used by myWiFi to provide site owners with general (anonymous) demographic data of visitors (gender, age) and thereby help clients to better understand their target group.

- [Device data](#)

myWiFi also records some data about the device by which you access our service. When you make a connection, we will register 1) the MAC address of the device 2) the so-called user-agent, such as browser type and its version, as well as phone type and its version. This is recorded to allow you to automatically connect the next time you find yourself near a myWiFi hotspot belonging to a particular group. myWiFi does not record which web pages you are visiting. However, depending on the location and in order to protect us and our clients, it is possible that myWiFi disable access to sites with inappropriate, violent, pornographic or illegal content. This is done by checking the DNS and/or IP address of the website you visit.

3. How we use your information

We do not transfer, sell or rent your personal information to third parties for their marketing purposes. We collect only the information that we need for the operation of our myWiFi service and to provide you with the best user experience through the use of the service. Your data will not be used for creating any advertising outside the framework of myWiFi service. myWiFi can use your personal information for the following purposes:

- We can use your publicly visible personal information available on your Facebook, Google and Twitter account - as described in paragraph 2 above in order to provide, in real time, demographic information to customers (owners of premises where you use myWiFi) about their clients.
- For the purpose of showing advertisements and promotions for services related to use of myWiFi services and the services of the premises you are visiting.
- For the purpose of Email Newsletter, in order to deliver the relevant information about events, discounts and promotions for services related to use of myWiFi services and the services of the premises you are visiting. When you receive the promotional email of this type, you have the option to unsubscribe from the mailing list by clicking the available link at the bottom of the mail. After that, you will no longer receive promotional messages of this type.
- For the purpose of mobile marketing in order to deliver the relevant information about events, discounts and promotions for services related to use of myWiFi services and the services of the premises you are visiting. When you receive the promotional Viber message or SMS of this type, you have the option to unsubscribe from the list by clicking the available link at the bottom of the message. After that, you will no longer receive promotional messages of this type.
- In order to provide discounts or birthday surprises depending on the location and whether you have left this information.

Your data will be accessed only by the authorised employee of myWiFi. Other employees have no access to your personal data. myWiFi retains your personal data only during the legally obliging timeframe after you stop using our services and does not use your information in any context other than that described in our Terms of Use and Privacy Policy.

4. Conformity with Facebook, Google and Twitter

myWiFi uses Facebook, Google and Twitter Apps as a part of its services. MyWiFi Application has been checked and approved by Facebook, Google and Twitter and it is in accordance with the Privacy Policy of Facebook, Google and Twitter, including the general legal terms and Facebook Policy on data usage (see our Terms of Service). myWiFi App uses Twitter App as a part of its services. When you authorize our myWiFi Twitter App, you remain within the general Terms of Use and Privacy Policy of Twitter. myWiFi App has been tested and approved by Twitter in accordance with the Terms of Use and Privacy Policy of Twitter (see our Terms of Service). myWiFi App uses

Google App as a part of its services. When you authorize our myWiFi Google App, you remain within the general Terms of Use and Privacy Policy of Google. myWiFi App has been tested and approved by Google in accordance with the Terms of Use and Privacy Policy of Google (see our Terms of Service). Facebook, Google and Twitter periodically check the conformity of myWiFi applications and approve for future use only if they evaluate that our applications are used in accordance with their Privacy Policies, the Data Protection Act, and the Terms of Use of Facebook, Google and Twitter respectively.

Important: Facebook, which owns Instagram, has decided that from 29th of June, 2020. to move login functionality from external platforms and applications, and allow it only through Facebook. Therefore, from June 29th 2020., new visitors will no longer be able to log in to myWiFi via Instagram. Old visitors who have accessed myWiFi Hotspot this way will be able to continue using myWiFi in facilities without additional logging in. However, you will still have various choices to log in. We introduced new way of logging in to myWiFi via a Google account, which replaced Instagram logging. Google is one of the most used platforms and a large number of people already have a Google account.

5. How is data being stored and requesting insight into your personal data

Your personal data is stored in our database in order to provide quality services and in accordance with our Terms of Use and the European Data Protection Law (GDPR), which has been in force since 25 May 2018. If you want to have an insight into the information we keep about you, please email us at office@mywifi.rs. An authorized myWiFi employee will check our personal data and send you an email confirmation with content of your data.

6. How to request change to your personal data

If you want to request a change of the information we keep about you, please email us with the request to office@mywifi.rs. An authorized myWiFi employee will check our personal data and send you an email confirmation with proof of how your data has been changed.

7. How to request deletion of your personal data

If you want to request a deletion of the information we keep about you, please email us with the request to office@mywifi.rs. An authorized myWiFi employee will check our personal data and send you an email confirmation with proof that your data has been deleted.

8. Cookie Policy

myWiFi uses Cookies in order to provide as good and as convenient services as possible to the end user. Please read our Cookies Policy in our Terms of Use at http://www.mywifi.rs/uslovi_koriscenja.html

9. Responding to requests from competent authorities

myWiFi is committed to cooperation with state authorities as well as with other third parties in enforcing law, protecting intellectual property rights, safeguarding user privacy and to preventing fraud. You hereby agree that myWiFi may, at the statutory request of state authorities or state services relating to criminal investigations or alleged illegal activities, provide information such as your name, email address and statistics on using myWiFi service. With the exception of the abovementioned case, myWiFi will not disclose your personal information except when we believe that it is necessary to disclose information to protect our rights, enforce our policy, or if there is a reasonable doubt that your use of our services violates myWiFi Privacy Policy or third party rights, or that disclosure of such data protects someone's rights, property, or security.

10. How we protect your information

Privacy and protection of your information is our priority. We do not disclose any personal information to third parties for their marketing purposes.

We do not tolerate spam. If you want to report the activity for that you suspect is spam - contact us at office@mywifi.rs. It is strictly prohibited to use any of the myWiFi mechanisms to send spam or any other content that violates our Terms of Use. If such activities are noticed, myWiFi reserves the right to temporarily or permanently suspend the account and report the case to the competent state authorities. myWiFi does not collect and retain your data for accessing your Facebook, Google or Twitter account. **myWiFi only allows connection to the login pages of these social networks in order to register to our free WiFi.** You need to keep your account information (user name and password for Facebook/Google/Twitter and email and password for our alternative sign-up option) in strict confidentiality. If you believe that your login information is compromised for any reason, you should immediately contact us at office@mywifi.rs.

myWiFi is doing its best to provide communication and data storage in order to protect the confidentiality of your personal information against loss and interception by third parties. However, it is important to know that there is no absolute security against loss or interception of your personal information by third parties.

11. Consent

In order to use myWiFi service in a comprehensive way and get current information as well as special promotions through the Newsletter from the places you love and visit, we recommend authenticated logging to myWifi hotspots via one of the above methods. For this, it is necessary (from 25 May 2018) to read and accept our Privacy Policy by checking the field on the login page. If you do not agree to collect information about you, you can choose to log on the login page by entering the code and register anonymously on myWifi hotspot system. In this case, you will not be able to receive promotions and information through the Newsletter from the places you visited.

12. Amendments

All changes to our Privacy Policy will be immediately entered on our site. Any such change shall take effect on the same day as the change is has been made unless otherwise indicated. The notice will be sent by email to all users who request it.

Last updated on 24th of October 2021