RELCOM

Relcom privacy policy

What data about you Relcom keeps as the seller and owner of the portal.

Version 1.0 · Updated November 21, 2026
https://relcom.app/legal/privacy/2026-11-21

In short

- The relcom.app portal does not set advertising or analytics cookies and does not pass data to advertising networks.
- We keep what is needed for the account, for payment and for replying to your enquiries.
- The data of your users and visitors is not covered here, but in the data processing agreement.
- Relcom ID, Relcom Verify and Relcom Resources have their own policies on how these products handle data; this policy covers the portal, the account and payment.

Who is responsible

Reliable Communications s.r.o., Prokopova 2856/10, Žižkov, 130 00 Praha 3, Czech Republic, registration number 03613607, VAT number CZ03613607. Contact for data matters: info@relcom.com. The company has not appointed a data protection officer: the law does not require us to.

What we keep

What	When	Why	Basis	How long
Account: email address, name, sign-in method	At registration	So that you can sign in to the products	Contract	For as long as the account exists
Payment: country, name and VAT number, invoices. Card details are stored by Stripe, not by us	When a paid plan is purchased	To take payment, issue an invoice and keep accounts	Contract and the accounting act	10 years from the end of the year in which the invoice was issued
Record of acceptance of the terms: date, version, IP address	At registration and purchase	To confirm on what terms the contract was concluded	Legitimate interest	The term of the contract and 3 years after (the limitation period)
Managed-service enquiry form ("Hand over a project"): email, project description, urgency, language, page	When you submit the form	To reply to the enquiry	Your request (steps taken at your request before entering into a contract)	12 months from the last message, then deletion. If a contract is concluded — as part of the contract
Correspondence in the chat on the portal	When you write in the chat	To reply to you	Your request (steps taken at your request before entering into a contract)	12 months from the last message, then deletion. If a contract is concluded — as part of the contract

List of sign-ins to the portal: account identifier, email, name, time of the first and last sign-in, number of sign-ins	At every sign-in on relcom.app	To see who uses the portal and to appoint administrators	Legitimate interest	24 months after the last sign-in, then deletion
Server logs: IP address, page requested, time	On every visit	Security and general visit statistics	Legitimate interest	Up to 30 days

The cabinet at relcom.app/account shows your websites, projects and plans from the products at the moment you open it. The portal requests this data from the products on your behalf and does not store it. The products pass to the cabinet the plan, the price, the names and addresses of projects and websites and their state. These summaries contain no conversations, visitor data or website content.

What is stored in your browser

- relcom_portal — your sign-in to the account on the portal, encrypted. Kept for up to 14 days or until you sign out. Needed for the cabinet to work.
- relcom_portal_tx — a temporary record while you sign in through Relcom ID, up to 1 hour. Needed for a secure sign-in.
- relcom_portal_check — a record while your sign-in is checked when you open the cabinet from a product or a bookmark, up to 10 minutes. Needed so that a link from elsewhere cannot sign you out of the portal.
- NEXT_LOCALE — the selected portal language. Needed for the site to work.
- The Relcom Support chat stores two entries in browser storage (localStorage, not a cookie): the key of your conversation, so that you see the correspondence on your next visit, and your name and email, if you gave them before starting the chat. They have no expiry; they can be deleted by clearing the site data in the browser.
- The consoles of Relcom products (Resources, Press, Support, Verify, Relcom ID) set their own cookies on their own addresses: the sign-in to the console and short-lived records while you sign in. They are needed for the console to work.
- Relcom Press blogs set cookies only when a reader signs in to leave a comment: the reader's sign-in to that blog for up to 7 days and a short-lived record while signing in. They are set on the blog's own address.

There are no analytics or advertising cookies.

Who we pass data to

Stripe — for payment. Google Workspace — for sending emails. Telegram — if notifications of chat messages are switched on for our operators. The portal runs on our servers in Prague. Cloudflare sits in front of it: it protects the portal from attacks and speeds up loading, and so sees the IP address and the pages requested. We do not sell data and do not pass it on for advertising.

Your rights

You can request a copy of your data, correct it, delete it, restrict processing, object to it and receive the data in a portable form. Write to info@relcom.com. You can also lodge a complaint with the supervisory authority: in the Czech Republic this is the Office for Personal Data Protection. This is the Úřad pro ochranu osobních údajů, Pplk. Sochora 27, 170 00 Praha 7, uoou.gov.cz.

Changes

The date at the top shows when the policy was last changed. We give notice of material changes by email.