

eSIM Pro - Privacy Policy

Effective Date: 10 April 2026

Company: eSIM Pro MMC

Website: www.esimpro.az

At eSIM Pro, we respect your privacy and are committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store, share, and protect your information when you use our website, mobile application, APIs, checkout systems, customer support channels, and related services (collectively, the "Services").

By accessing or using eSIM Pro, you acknowledge that your personal data may be processed as described in this Policy.

1. Information We Collect

We may collect the following categories of personal data:

A. Account Information

- **Full name**
- **Email address**
- **Phone number**
- **Password (encrypted)**
- **Country / region**
- **Preferred language and currency**

B. Order and Transaction Information

- **Purchased package details**
- **Destination country**
- **Data allowance and validity**
- **Order timestamps**
- **Payment status**
- **Refund and dispute history**

- **Promo codes and affiliate sources**

C. Device and Technical Data

- **Device model**
- **Operating system version**
- **Browser type**
- **IP address**
- **Device identifiers**
- **App version**
- **eSIM compatibility checks**
- **Crash and diagnostics logs**

D. Usage Data

- **Pages visited**
- **Checkout funnel activity**
- **Activation success/failure**
- **App session duration**
- **Clickstream events**
- **Search history for destinations**
- **Support interactions**

E. Payment and Fraud Prevention Data

Payments are processed by trusted third-party payment providers.

We may receive limited payment-related data such as:

- **transaction reference ID**
- **payment method type**
- **country of issuance**
- **fraud risk indicators**
- **chargeback alerts**

We do not store full card numbers.

F. Customer Support Data

- **support chat messages**
 - **email correspondence**
 - **ticket history**
 - **issue screenshots or logs**
 - **troubleshooting steps**
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2. How We Use Your Data

We use your information to:

- **create and manage your account**
 - **process orders and payments**
 - **deliver eSIM QR codes and activation details**
 - **provision telecom services with partners**
 - **provide customer support**
 - **prevent fraud and abuse**
 - **improve landing page and checkout conversion**
 - **personalize country package offers**
 - **measure advertising performance**
 - **send service notifications**
 - **comply with telecom and legal obligations**
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3. Legal Basis for Processing

Depending on your jurisdiction, we process data based on:

- **performance of a contract**
- **legitimate business interests**
- **fraud prevention and security obligations**
- **compliance with legal requirements**

- **your consent, where required**

For marketing communications, consent may be requested where applicable.

4. Sharing of Data

We may share data only where necessary with:

A. Telecom and Infrastructure Partners

For:

- **eSIM provisioning**
- **roaming activation**
- **carrier validation**
- **regional compliance**

B. Payment Providers

For:

- **payment authorization**
- **fraud screening**
- **refunds and chargebacks**

C. Analytics and Advertising Platforms

Such as:

- **Google Analytics**
- **Firebase**
- **Google Ads**
- **Meta**
- **TikTok**
- **AppsFlyer / Adjust**

D. Service Providers

Including:

- **hosting providers**
- **Vercel deployment systems**
- **CRM tools**
- **customer support software**
- **live chat platforms**
- **email delivery providers**

E. Authorities and Compliance Requests

Where legally required, we may disclose data to courts, regulators, law enforcement, or telecom authorities.

5. International Data Transfers

Because eSIM Pro operates globally, your data may be processed in multiple jurisdictions including:

- **Azerbaijan**
- **European Union**
- **United Arab Emirates**
- **United States**
- **telecom partner infrastructure regions**

We apply commercially reasonable safeguards for cross-border transfers.

6. Data Retention

We retain personal data only as long as necessary for:

- **active account usage**
- **legal obligations**
- **tax and payment records**
- **fraud prevention**
- **telecom dispute resolution**

- **support continuity**

Some transaction records may be retained for longer where required by law.

7. Data Security

We use technical and organizational safeguards, including:

- **encrypted passwords**
- **HTTPS/TLS transport security**
- **access controls**
- **fraud monitoring**
- **role-based permissions**
- **secure cloud hosting**
- **audit logs**
- **suspicious login detection**

However, no internet transmission is 100% secure.

8. Your Rights

Depending on your jurisdiction, you may have the right to:

- **access your data**
- **correct inaccurate data**
- **request deletion**
- **object to certain processing**
- **request export of your data**
- **withdraw consent**
- **restrict processing**
- **opt out of marketing messages**

To exercise these rights, contact us using the details below.

9. Marketing Communications

We may send:

- **order confirmations**
- **activation alerts**
- **top-up reminders**
- **renewal notices**
- **destination recommendations**
- **promotional campaigns**

You may unsubscribe from promotional emails at any time.

Service-critical messages may still be sent.

10. Children's Privacy

Our Services are not intended for children under 18 without parental or legal guardian supervision.

We do not knowingly collect personal data from children in violation of applicable law.

11. Cookies and Tracking

Our use of cookies, pixels, SDKs, and tracking technologies is explained in our Cookie Policy.

This includes:

- **analytics cookies**
 - **conversion pixels**
 - **app install attribution**
 - **fraud detection identifiers**
 - **personalization tools**
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12. Third-Party Links and Networks

Our Services may connect to third-party telecom networks, payment gateways, and partner sites.

Their privacy practices are governed by their own policies.

13. Updates to This Privacy Policy

We may update this Privacy Policy from time to time.

Changes may reflect:

- **legal updates**
- **new payment providers**
- **telecom compliance rules**
- **analytics platform changes**
- **new app features**

Updated versions become effective once published.

14. Contact Us

For privacy, legal, or data-related requests:

eSIM Pro Privacy Team

Email: privacy@esimpro.az

Website: www.esimpro.az

By using eSIM Pro, you acknowledge and agree to the data practices described in this Privacy Policy.