

# Privacy Policy - Split Your Guide

Last updated: January 28, 2026

## 1. Introduction

Split Your Guide ("we", "our", "the platform") is committed to protecting the privacy of its users ("you", "your"). This Privacy Policy explains how we collect, use, share, and protect your personal data when you use our platform.

By using Split Your Guide, you accept the practices described in this policy.

## 2. Data Controller

The data controller for your personal data is:

Email: [support@splityourguide.com](mailto:support@splityourguide.com)

## 3. Personal Data Collected

### 3.1. Data Provided Directly by You

We collect data you provide to us when:

- Creating your account (name, first name, email address, password, profile photo, etc.);
- Publishing a travel offer or comment;
- Sending messages to other users via the platform;
- Reporting content or a user;
- Contacting our customer service.

This data may include:

- Your contact details (email, phone number if provided);
- Your travel preferences;
- Your exchanges with other users;
- Any other content you publish on the platform.

### 3.2. Data Collected Automatically

When you use Split Your Guide, we automatically collect certain information, including:

- Connection data: IP address, browser type, pages viewed, visit duration, etc.;
- Geolocation data (if you authorize this feature);
- Usage data: Search history, interactions with the platform, etc.

### 3.3. Data from Third Parties

We may receive data about you from third parties, for example:

- Social networks (if you log in via Facebook, Google, etc.);
- Partners (if you use services integrated into our platform).

## 4. Purposes of Processing

We use your personal data for the following purposes:

Purpose	Legal Basis
Creation and management of your account	Performance of contract (Terms)
Connecting with other travelers	Performance of contract (Terms)
Platform improvement	Legitimate interest (service optimization)
Personalization of your experience	Consent (account settings)
Fraud prevention and security	Legitimate interest (platform security)
Communication (emails, notifications)	Consent or legitimate interest
Statistical analysis (anonymous)	Legitimate interest
Analytics and usage tracking	Consent (via cookie banner)

## 5. Data Sharing

Your personal data is only shared under the following conditions:

- **With your consent:** For example, if you agree to share your contact details with another user to organize a trip.
- **With our service providers:** We use subcontractors (hosts, analytics tools, payment services, etc.) who may access your data within the strict scope of their missions. These providers are bound to comply with GDPR.
- **For legal reasons:** If required by law (judicial requisition, fraud prevention, etc.).
- **In case of reorganization:** If Split Your Guide is subject to a merger, acquisition, or transfer, your data may be transferred, subject to compliance with this policy.

**We never sell your personal data to third parties.**

## 6. Data Retention Period

Your data is retained for the duration necessary for the purposes for which it was collected, in accordance with legal requirements:

- **Account data:** Retained until account deletion, then archived for 3 years to meet potential legal obligations.
- **Connection data:** Retained for 12 months.
- **User exchanges:** Retained until deletion by one of the users or for 3 years after the last interaction.
- **Analytics data:** Retained for 12 months by our analytics provider (Amplitude).

## 7. Data Security

We implement technical and organizational measures to protect your data against:

- Loss, alteration, or destruction;
- Unauthorized access, use, or disclosure.

These measures include:

- Encryption of sensitive data;
- Restricted data access for our teams;
- Employee training on data protection;
- Regular audits of our systems.

However, no transmission or storage method is completely secure. We cannot guarantee absolute security.

## 8. Your Rights

In accordance with GDPR, you have the following rights regarding your personal data:

- **Right of access:** Request a copy of the data we hold about you.
- **Right to rectification:** Correct or update your data.
- **Right to erasure ("right to be forgotten"):** Request deletion of your data, subject to legal obligations.
- **Right to restriction of processing:** Request suspension of processing of your data.
- **Right to data portability:** Retrieve your data in a structured and commonly used format.
- **Right to object:** Object to the processing of your data for legitimate reasons.
- **Right to withdraw consent:** For processing based on your consent.

To exercise these rights, contact us at: [support@splityourguide.com](mailto:support@splityourguide.com). We will respond within 1 month (period may be extended by 2 months in case of complexity).

## 9. Cookies and Similar Technologies

### 9.1. What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help the website remember your preferences and understand how you use the service.

### 9.2. Types of Cookies We Use

Split Your Guide uses two categories of cookies:

Category	Purpose	Consent Required
<b>Essential Cookies</b>	Required for the platform to function properly. These include session management, security (CSRF protection), and language preferences.	No (strictly necessary)
<b>Analytics Cookies</b>	Help us understand how visitors use our platform so we can improve it. We use Amplitude for this purpose.	Yes (opt-in)

### 9.3. Analytics Cookies (Amplitude)

If you consent to analytics cookies, we use Amplitude, a third-party analytics service, to understand how visitors interact with our platform.

#### Data collected by Amplitude:

- Pages visited and navigation patterns
- Session duration and frequency of visits
- Device type, browser, and operating system

- Country/region (approximate location based on IP)
- User ID and email (for registered users only)
- Interactions with page elements (clicks, form submissions)

**Data processor:** Amplitude, Inc.

**Data location:** European Union (EU servers)

**Retention period:** 12 months

**More information:** [Amplitude Privacy Policy](#)

## 9.4. Managing Your Cookie Preferences

When you first visit Split Your Guide, you will see a cookie consent banner where you can:

- **Accept All:** Enable both essential and analytics cookies
- **Reject All:** Enable only essential cookies (analytics disabled)
- **Save Preferences:** Choose which optional cookies to enable

You can change your cookie preferences at any time by clicking the **"Cookie Settings"** link in the footer of any page.

## 9.5. Essential Cookies (Always Active)

These cookies are strictly necessary for the platform to function and cannot be disabled:

Cookie Name	Purpose	Duration
_session_id	Maintains your login session	Session
cookie_consent	Stores your cookie preferences	1 year

## 10. Changes to This Policy

We may update this Privacy Policy. Changes will be published on this page and, if necessary, notified by email. Your continued use of Split Your Guide after modification constitutes acceptance of the new terms.

## 11. Contact

For any questions or requests regarding your personal data, contact us:

By email: [support@splityourguide.com](mailto:support@splityourguide.com)