Privacy Policy for the Vchasno Sign Service

Current version: 05/20/2026 Effective date: May 20, 2026

This Privacy Policy (the Policy) describes how VCHASNO SERVICE LIMITED LIABILITY COMPANY, identification code 41231992 (VCHASNO SERVICE LLC or the Company), collects, uses, stores, and protects personal data received from Users while they use the Vchasno Sign service (the Service).

1. General Provisions

1.1. By using the Service, the User confirms their consent to personal data processing under this Policy.

1.2. The personal data controller is VCHASNO SERVICE LIMITED LIABILITY COMPANY.

1.3. This Policy has been prepared in accordance with the Law of Ukraine on Personal Data Protection and the Law of Ukraine on Electronic Identification and Electronic Trust Services.

1.4. The User may not use the Service if they do not agree to this Privacy Policy.

2. Personal Data Collected and Collection Methods

The Company processes personal data supplied directly by the User or generated automatically, including:

- the User's or the User's authorized representative's first name, last name, patronymic, and the User's name;
- company registration code and taxpayer registration number;
- the date and time an electronic file is signed;
- cookies used to identify the browser of a Service User.

3. Purposes of Data Processing

3.1. Applying an electronic signature/seal to files and ensuring their integrity.

3.2. Checking the status of the User's certificate in the registers of qualified trust service providers to confirm that it is valid at the time of signing.

3.3. Preventing fraud and identifier brute-force attempts and protecting against cyberattacks.

3.4. Maintaining evidence that a document was signed in the event of a dispute.

4. Processing and Security

4.1. The Company does not store the password for the User's personal electronic signature. Data is read locally in the User's browser.

4.2. All data is transmitted over a secure connection using TLS/SSL.

4.3. The Company automatically converts files to PDF (PAdES) to ensure signature compatibility in accordance with international standards.

5. Disclosure to Third Parties

5.1. The Company does not sell or disclose Users' personal data to third parties for marketing purposes.

6. User Rights

6.1. The User has the rights provided for by the Law of Ukraine on Personal Data Protection.

6.2. The User may submit a reasoned request to amend or erase their personal data. A letter or notice sent to the Company's email address is sufficient notification of a request to erase or otherwise process the User's personal data.

7. Changes to the Policy

7.1. VCHASNO SERVICE LLC reserves the right to update this Policy at any time. A new version becomes effective when it is published on sign.vchasno.ua.

7.2. VCHASNO SERVICE LLC shall not be liable for any damage or losses incurred by the User as a result of misinterpreting or failing to understand this Privacy Policy and/or the Terms of Use of the Vchasno Sign online service.

8. Contact Information

8.1. If the User has any questions, requests, complaints, or comments regarding personal data processing, they may contact VCHASNO SERVICE LLC at: office 604, building 4G, 201-203 Kharkivske Highway, Kyiv, 02121, Ukraine; support.cap@vchasno.ua.

Current version of this document: https://sign.vchasno.ua/en/privacy-policy