

Airglo – Legal Policies

Website & Mobile Application (Unified Legal Documents)

These documents constitute the official legal policies for Airglo, applicable to both the website and mobile application.

Airglo is operated by Zaytel (Lebanon) in cooperation with Calllync (Slovenia). Payments are processed and settled through banking partners in Slovenia.

These documents are drafted with Slovenian jurisdiction and GDPR compliance as the legal anchor.

Note: These documents are not legal advice, but are suitable for startups, App Store & Google Play submissions, and real production use.

1. Privacy Policy

Airglo Privacy Policy

Last updated: [add date]

1.1 Introduction

Airglo (“Airglo”, “we”, “us”, or “our”) provides an eSIM marketplace accessible through our website and mobile application (collectively, the “Service”).

Airglo is operated by Zaytel (Lebanon) in cooperation with Calllync (Slovenia). Payments are processed and settled through banking partners in Slovenia.

As our headquarters and financial operations are based in the European Union, this Privacy Policy complies with the General Data Protection Regulation (GDPR).

1.2 Information We Collect

We collect only the information necessary to operate the Service.

Information You Provide

- First name and last name
- Email address
- Password (stored in encrypted/hashed form)
- Date of birth (optional / informational)
- Gender (mobile app)
- Most Visited Country (user-selected preference)
- Support messages and correspondence content

We do not collect phone numbers from users.

Payment Information

Payments are processed by Stripe, including Apple Pay and Google Pay. Airglo does not store full payment card details.

Location Information

We do not collect GPS or precise location data. Country selection is manually provided.

Automatically Collected Data

We do not use analytics, advertising SDKs, or behavioral profiling tools. Limited technical data may be processed for security and functionality.

1.3 How We Use Your Data

- Create and manage user accounts
- Process eSIM purchases
- Deliver purchased eSIM services
- Provide customer support
- Comply with legal obligations
- Prevent fraud and abuse

1.4 Legal Basis for Processing (GDPR)

- Contractual necessity
- User consent (where applicable)
- Legal obligations
- Legitimate interests (security and fraud prevention)

1.5 Data Sharing

We share data only with Stripe, eSIM infrastructure partners, and authorities when legally required. We do not sell personal data.

1.6 International Transfers

Data may be processed in the EU and Lebanon with appropriate GDPR safeguards.

1.7 Data Retention

Personal data is retained while accounts are active or as required by law.

1.8 Your Rights

You may request access, correction, deletion, restriction, or portability of your personal data by contacting support@airglo.net.

1.9 Security

We use industry-standard security measures, but no system is completely secure.

1.10 Contact

Privacy inquiries: support@airglo.net

2. Cookie Policy

Airglo Cookie Policy

2.1 What Are Cookies?

Cookies are small text files stored on your device to ensure proper functionality.

2.2 How We Use Cookies

Airglo uses essential cookies only for authentication, session management, and security.

We do not use advertising, analytics, or third-party tracking cookies.

2.3 Managing Cookies

You can control cookies via browser settings. Disabling essential cookies may affect functionality.

3. Terms of Service

Airglo Terms of Service

3.1 Acceptance

By accessing or using Airglo, you agree to these Terms.

3.2 Eligibility

There is no strict age restriction, but users must be legally capable of entering a binding agreement.

3.3 Accounts

An account is required to purchase or manage eSIM bundles. Users are responsible for account security.

3.4 Services

Airglo resells third-party eSIM connectivity products. Network performance depends on partners and local conditions.

3.5 Purchases

All purchases are one-time eSIM bundles. No subscriptions or auto-renewals. Prices may change prior to purchase.

3.6 Limitations

Airglo does not guarantee uninterrupted service or device compatibility.

3.7 Intellectual Property

All content and software are owned by Airglo or its licensors.

3.8 Limitation of Liability

Airglo is not liable for indirect, incidental, or consequential damages to the maximum extent permitted by law.

3.9 Governing Law

These Terms are governed by the laws of Slovenia.

3.10 Contact

support@airglo.net

4. Refund Policy

Airglo Refund Policy

4.1 General Rule

No refunds are provided once an eSIM has been activated or used.

4.2 Exceptions

- The eSIM was never activated
- A technical issue prevented delivery
- Refund is required by applicable law

4.3 How to Request a Refund

Send refund requests to support@airglo.net with your order ID, purchase email, and reason.

4.4 Payment Method

Approved refunds are issued to the original payment method.