ELYRIA MATCHMAKING LIMITED

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PRIVACY POLICY

At Elyria Matchmaking, your privacy is a fundamental obligation. This Privacy Policy explains how we collect, use, protect, and manage personal information entrusted to us. By engaging our services, you agree to the practices outlined below.

1. Our Commitment to Privacy

- Handling personal information with discretion and care
- Collecting only what is necessary for our services
- Using information solely for matchmaking and service delivery
- Protecting client data against unauthorised access, misuse, or disclosure

2. Information We Collect

- Personal information: full name, age and gender, location, occupation and professional background, contact details
- Matchmaking information: relationship goals, preferences, lifestyle, values, feedback
- Verification information: identification details, video screening records, character references (where applicable)
- Consultation & communication records

3. How We Use Your Information

- Assessing suitability, providing matchmaking and advisory services, coordinating consultations and introductions, improving process quality, and communicating with you regarding your engagement

4. Confidentiality of Client Profiles

- Client profiles are private, internal, never publicly visible or searchable, and shared only when an introduction is agreed upon

5. Data Sharing & Disclosure

- We do not sell, rent, or trade client data. Information may be shared internally with authorised personnel, with a potential match with discretion and consent, with service providers strictly for operational purposes, or where required by law

6. Data Security Measures

- Restricted access, password-protected systems, and confidentiality obligations for staff and consultants

7. Client Rights & Choices

- Request access to personal information, request correction of inaccurate details, request deletion of non-essential data upon termination, and withdraw consent where applicable

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8. Data Retention

- Retained only as long as necessary to provide services, maintain records, and comply with legal obligations

9. Consultation & Application Information

- Used solely to assess suitability, communicate outcomes, and maintain service records; fees are non-refundable and unrelated to acceptance outcomes

10. Cookies & Website Data

- Basic cookies or analytics tools to improve site functionality and understand usage patterns; these do not collect sensitive personal information

11. External Links

- We are not responsible for the privacy practices of third-party sites

12. Policy Updates

- Updated periodically; continued use of our services constitutes acceptance of the updated policy

13. Contacting Us

- All privacy-related enquiries are handled with discretion