

PRIVACY

Last updated: 5 September 2026

Our Privacy Policy detailed below (hereinafter referred to as the “Policy”) has been drafted to inform you about the practices and conditions under which Tanit Consulting AB, a company registered in Sweden under organisation number 559114-6005, with its registered office at Klubbvägen 5, 182 57 Danderyd, Sweden (hereinafter referred to as “FrostLink”, “we” or “us”), collects, uses, and retains your personal data (hereinafter referred to as “Data”).

This Policy explains the types of Data we may collect and/or process when you use our services, access the website <https://frostlink.ski> (the “Site”), and the FrostLink mobile application available on the App Store and Google Play (the “Mobile App”).

The use of the Site and Mobile App (collectively referred to as the “Service”) is subject to this Policy.

This Policy will be updated regularly to ensure compliance with applicable regulations, including the European General Data Protection Regulation (GDPR) 2016/679 and the Swedish Act containing supplementary provisions to the EU GDPR (2018:218). Any changes will be communicated through a dedicated notification.

If any provision of this Policy is declared void or contrary to regulations, it shall be deemed unwritten without invalidating other provisions.

This Policy applies to Data collected through the Site, the Mobile App, and all services accessible through them.

We invite you to read this Policy carefully to understand how we handle your Data. By visiting or using our Site or Mobile App, you agree to this Policy.

Privacy requests can be sent to support@frostlink.ski.

It is your responsibility to ensure that the information you provide to FrostLink is complete and up to date.

1. Data Collected by FrostLink

Depending on your interactions with the Site and Mobile App (for example creating an account, completing a profile, planning a trip, chatting with other users, or subscribing), we may collect the following Data:

- **Identification Data:** first name, last name, email address, date of birth, gender, city and country, languages spoken.
- **Profile and Preference Data:** ski or snowboard level, equipment, riding style, group preferences, and similar information you choose to add to your profile.
- **Trip and Community Data:** trips you create or join, matching preferences, network memberships, and related activity.
- **Communication Data:** messages, replies, mentions, reactions, and reports submitted in the app.

- **Location Data:** your current location, only if you grant permission, used to display nearby resorts or help you set your city. We do not track your location in the background.
- **Economic and Financial Data:** information related to purchases of FrostLink subscriptions. We do not store your payment card details.
- **Technical Data:** information needed to operate the Service, such as device language, notification tokens, and technical data processed by our hosting, maps, and notification providers.

We do not collect profile photos. We do not sell your Data.

2. How Is Your Data Collected?

Data may be collected directly when you provide it, for example:

- Creating a user account (email, Apple, or Google sign-in).
- Completing your profile and sports preferences.
- Creating or joining trips, searching for matches, or sending messages.
- Subscribing to a paid plan.
- Contacting support or reporting a message.

We may also collect Data from your device if you grant permissions (location, notifications), and indirectly through our service providers when you use maps, sign-in, payments, or the Site.

The Apple App Store and Google Play may independently process purchase, device, and account information under their own privacy policies when you download or pay for FrostLink.

3. Why and How Long Do We Retain Your Data?

The Data we collect serves the following purposes, with corresponding legal bases and retention periods:

Purpose	Legal basis	Retention period
Provision of FrostLink services: account registration, user matching, trip planning, and in-app messaging	Performance of the contract	For the duration of your account. After deletion, remaining Data is removed or anonymised, except where we must keep it for safety or legal reasons.
Management of subscriptions and accounting	Performance of the contract; legal obligation	For the life of the subscription and as required by Swedish accounting law (generally 7 years for accounting records).
Optional location features	Consent	Live location is used on your device to provide the feature and is not stored as a location history. You may withdraw consent in your device settings.
Security, abuse prevention, and handling of reports	Legitimate interests; legal obligation	For as long as needed to protect users, the Service, and our legal rights.

Purpose	Legal basis	Retention period
Responding to support and privacy requests	Legal obligation; performance of the contract	For the time needed to handle the request.
Operation of the Site	Legitimate interests; consent where required for non-essential cookies	Strictly necessary cookies last only as long as needed to operate the Site. If we use optional cookies, we will inform you and ask for consent where required.

Deleting your FrostLink account does not automatically cancel a subscription purchased through Apple or Google. You must manage that subscription in your store account.

4. Who Processes Your Data?

Your Data is processed by:

- Tanit Consulting AB personnel, as needed to operate FrostLink.
- Subcontractors and partners engaged in providing our services, including:
 - Google (Firebase, Maps, Places, and Google Sign-In)
 - Expo
 - RevenueCat
 - Apple
 - Google Play

These providers act as processors on our instructions and/or as independent controllers for their own services (in particular Apple and Google for sign-in, app distribution, and in-app purchases).

We do not share Data with advertising networks.

Transfers outside the EU/EEA are conducted with appropriate safeguards, such as:

- Adequacy decisions under GDPR Article 45.
- Standard contractual clauses or similar measures under GDPR Article 46.

5. Data Protection Measures

Your Data is stored on secure servers with restricted access. Technical and organisational measures are used to help protect Data against unauthorised access, alteration, or disclosure, including authentication and encrypted connections.

You are responsible for safeguarding your account credentials and ensuring you log out after each session on a shared device.

6. Your Rights Regarding Your Data

Under the GDPR and applicable Swedish data protection law, you have the following rights:

- **Access and rectification:** obtain a copy of your Data and correct inaccurate or incomplete Data.
- **Erasure:** request deletion of your Data, including by using **Settings** → **Delete Account** in the Mobile App.
- **Processing restrictions:** ask us to limit how your Data is processed.
- **Objection:** object to certain processing based on legitimate interests.
- **Portability:** receive Data you provided in a structured, commonly used format.
- **Withdraw consent:** withdraw consent at any time where processing is based on consent. This does not affect processing carried out before withdrawal.

Requests can be submitted to support@frostlink.ski. We will respond within one month, extendable by two months for complex requests.

You may also lodge a complaint with the **Swedish Authority for Privacy Protection (IMY)** at www.imy.se, or with your local supervisory authority.

FrostLink Child Safety Standards Policy

FrostLink is committed to protecting minors and preventing all forms of child exploitation. We have a zero-tolerance policy for Child Sexual Abuse and Exploitation (CSAE) and the sharing of Child Sexual Abuse Material (CSAM).

Any content, behaviour, or activity involving or encouraging child exploitation is strictly prohibited and will result in immediate account removal and reporting to the competent authorities.

Users can report concerning behaviour or content through the in-app report feature or by contacting support@frostlink.ski.

When we become aware of CSAM, we remove it, preserve evidence as required, and report it to the appropriate authority.

FrostLink is intended for users who can take part in a social community. If you are under 18, you may use the Service only with parental or guardian consent. If you believe a child has provided us with Data, contact us and we will take appropriate action.

Tanit Consulting AB

Klubbvägen 5, 182 57 Danderyd, Sweden

support@frostlink.ski

<https://frostlink.ski>