

PRIVACY POLICY

General Information

This mobile application is part of the Erasmus+ project **New Dimension in Tourism Sector Training (NEDST)**.

The app is intended for educational and tourism-related purposes and is available to users of all age groups.

Last updated: 29 September 2026

Data Controller

The controller responsible for data processing in connection with the Cultural Explorer app is:

KIST Consult e.U.
Karawankenblickstraße 193
A-9020 Klagenfurt
Austria

Email:
office@kist-consult.com

Project Information

New Dimension in Tourism Sector Training (NEDST)

Project partners:

- Associació Meraki Projectes de València
- International Social Innovation Centre
- KIST Consult e.U.
- Mugla Sıtkı Kocman University
- Osmaniye İl Milli Eğitim Müdürlüğü
- Pixie Akademi Limited Şirketi

General project contact:

info@nedst-project.eu

Locally Stored Data

The app stores the following information locally on the user's device:

- first name
- last name
- confirmation that the privacy notice has been acknowledged
- selected app language
- active and completed tours
- visited points of interest
- quiz progress and results
- unlocked certificates and general app progress

The app does not request or store the user's date of birth or nationality.

This information is used exclusively to provide and personalize the app's functions, save progress and display the user's name on certificates.

The information is stored locally on the user's device. KIST Consult e.U., the other project partners and the app developers do not have direct access to this locally stored information.

The local processing of profile information, settings and progress data is necessary to provide the app functions requested by the user.

Location Data

The app uses location data to determine whether the user is close enough to a point of interest for that location to be marked as visited.

When a tour or point-of-interest page is open, the app may access the device's precise location in the foreground.

During an active tour, the app may also request permission to access the device's location in the background. This allows points of interest to be recognised while the app is not actively displayed.

Location access only takes place after the user has granted the relevant permission through the device's operating system (Android or iOS).

The current location is compared on the device with the coordinates of the points of interest. The app does not create or store a location history and does not transmit the user's precise location to KIST Consult e.U. or the other project partners.

Location permissions are optional and can be refused or withdrawn at any time through the device settings. If location access is not granted, automatic recognition of visited points of interest may not function.

Location processing is based on the user's permission and consent. Consent may be withdrawn at any time by disabling location access in the device settings. Withdrawal does not affect processing that took place before consent was withdrawn.

Google Maps

The app uses Google Maps to display maps and points of interest on Android and iOS devices.

When map content is loaded, Google may process technical information such as the IP address, device information and, where permitted, location information.

The processing of this information by Google is governed by Google's Privacy Policy:

<https://policies.google.com/privacy>

No User Accounts

The app does not require user registration or login.

No online user account is created, and profile or progress information is not uploaded to a project server.

No Advertising, Analytics or Profiling

The app itself does not use:

- advertising services
- analytics tools
- behavioural tracking
- profiling
- advertising identifiers
- marketing cookies

The app does not sell personal data.

Technical services provided by the device's operating system, the respective app store, Google Maps or an external website may process information independently under their own privacy policies.

External Learning Platform and Links

The app contains links to external project-related websites and an external Moodle learning platform hosted at merakiprojectes.com.

The learning platform may open within an integrated browser view. When it is opened, the external provider may receive technical information such as the user's IP address, device and browser information. The external platform may also use cookies or local web storage and may process information entered by the user on that platform.

The privacy policy and terms of the respective external provider apply to all processing carried out on external websites or learning platforms.

Certificates and Sharing

Unlocked certificates may contain the user's first and last name.

Certificate files are generated locally on the device. The user may voluntarily export or share a certificate through the sharing function provided by the device's operating system.

If the user shares a certificate, the file is transferred to the service, application or recipient selected by the user. Any subsequent processing is governed by the privacy rules of the selected recipient or service.

Storage Period and Deletion

Profile information, language settings, tour progress, quiz results and unlocked certificates remain stored locally until the user:

- changes or deletes the information through the app
- uses the “Reset app” function
- clears the app's storage through the device settings
- uninstalls the app

Using the “Reset app” function removes the locally stored profile, language selection and progress data and stops active background POI detection.

Copies of certificates that have already been exported or shared are not deleted by resetting the app. They must be deleted separately from the destination selected by the user.

Data Security

Locally stored app data is protected by the security mechanisms of the user's device and its operating system.

Users are responsible for protecting access to their device. The app should not be used to store highly confidential information.

No method of electronic storage can provide absolute security.

User Rights

Under the General Data Protection Regulation (GDPR), users may have the right to:

- request access to their personal data
- request correction of inaccurate data
- request deletion of personal data
- request restriction of processing
- object to certain processing
- receive data in a portable format where applicable
- withdraw consent at any time
- lodge a complaint with a competent data protection authority

Because profile and progress information is stored only on the user's device and is not accessible to KIST Consult e.U., users can view, change or delete this information directly through the app settings.

Questions regarding privacy or the exercise of data protection rights may be sent to:

office@kist-consult.com

Children and Minors

The app is designed for general audiences and educational purposes.

The app does not knowingly transmit children's profile or progress information to KIST Consult e.U. or the project partners.

Parents or legal guardians should supervise younger users when entering their name, enabling location access, opening external websites or sharing certificates.

Where consent by a child requires authorisation from a parent or legal guardian under applicable law, the app should only be used with the required authorisation.

Open-Source Technologies

The app uses open-source technologies and software libraries, including React Native, Expo and Google Fonts.

The fonts used by the app are included locally within the application and are not downloaded from Google Fonts while the app is being used.

The use of an open-source software library does not by itself result in personal data being transmitted to the library's developer.

Changes to this Privacy Policy

This privacy policy may be updated if the app's functions, data processing activities or legal requirements change.

The current version will be made available within the app and, before publication on Google Play and the Apple App Store, through a publicly accessible privacy policy page.

Contact

For questions regarding this privacy policy or the processing of personal data:

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