

Privacy Policy

Last updated: September 16, 2026

Just Web It Oy is the data controller for the processing of personal data carried out through the Romantic AI platform. Just Web It Oy is incorporated in Finland, with registered address at Tegelhagen 2 LT2, 02780 Espoo, Finland, and registered under company number 2476716-9.

Romantic AI is an AI companion service. Users interact with software-powered chatbots and receive AI-generated outputs, including text and images. The platform does not support user uploads or user-generated content of any kind. Users cannot submit images, video, audio or other files, including for the purposes of AI generation. All output is generated by our systems in response to text prompts within a private session, is delivered only to the requesting user, and is not published or distributed to other users. No real person is depicted in any output.

This Privacy Policy describes how Just Web It Oy collects, uses, and protects personal data in connection with the Service. By using the Service, you confirm that you have read and understood this Privacy Policy and our Cookies Policy.

1. Collection and Processing of Personal Data

We collect only the personal data necessary to provide and improve the Service. The table below sets out the categories of data we process, the purpose of processing, and the applicable legal basis.

Type of Personal Data Collected	Purpose of the Processing	Legal Basis
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Email address	Account creation and management; transactional communications	Contract performance
Profile data (name, gender, preferences, interests)	Personalising AI interactions	Contract performance
Chat content (text messages)	Providing the Service; safety, abuse prevention and content moderation; improving AI model quality using anonymised and aggregated data	Contract performance; Legitimate interest
Usage data (session logs, feature interactions)	Analytics, service monitoring, debugging	Legitimate interest
Technical data (IP address, browser type, device ID, OS, language, time zone)	Security, fraud prevention, service delivery	Legitimate interest
Cookie and tracking data	Essential functionality; analytics; marketing where consented	Consent (non-essential); Legitimate interest (essential)
Payment data	Payment card details are processed exclusively by our payment processor. The platform does not collect or store payment card numbers or financial account	Contract performance (processed by payment processor)

	details.	
Support communications	Handling complaints and user enquiries	Legitimate interest; Legal obligation

We also process personal data, including technical and usage data, to detect, prevent and investigate fraud, abuse, security incidents, and activity that may violate our Terms and Conditions or applicable law, and to comply with legal obligations, respond to lawful requests from competent authorities, and establish, exercise, or defend legal claims.

We do not engage in automated decision-making that produces legal or similarly significant effects on users.

Providing certain personal data, such as your email address, is necessary to create an account and use the Service. If you do not provide this data, we will not be able to provide the Service to you.

2. Cookies

The Service uses cookies and similar tracking technologies for essential functionality, analytics, and, where you have provided consent, marketing purposes. Third-party analytics and marketing tools operating through the Service may place cookies on your device in accordance with their own privacy policies. You can manage your cookie preferences through your browser settings or our cookie banner. For full details of the cookies we use, please refer to our Cookies Policy.

3. How We Share Personal Data

We do not sell personal data. We share it only as described below.

- a. **Service providers.** We engage third-party companies to support the operation of the Service. These providers act only on our instructions and are bound by data processing agreements. They include hosting

and infrastructure providers, analytics providers, marketing tools, payment processors, and AI infrastructure providers.

- b. **Legal and regulatory disclosure.** We may disclose personal data where required by applicable law, court order, or lawful request from a competent authority, or where necessary to protect the rights, safety, or property of Romantic AI, our users, or third parties.
- c. **Business transfers.** In the event of a merger, acquisition, or sale of assets, personal data may be transferred to a successor entity and will remain subject to this Privacy Policy or a policy offering equivalent protections.

4. International Data Transfers

Where personal data is transferred outside the EEA, we rely on an applicable adequacy decision, where available, or appropriate safeguards such as the European Commission's Standard Contractual Clauses. Where required, we also apply supplementary measures appropriate to the transfer.

5. Data Retention

We retain personal data for as long as your account is active or as necessary to provide the Service and comply with our legal obligations. When you delete your account, personal data is deleted without undue delay, except where retention is required by applicable law or necessary for the establishment, exercise, or defence of legal claims.

Certain accounting records are retained for up to ten years where required by applicable Finnish accounting legislation. Anonymised or aggregated data that cannot reasonably be re-linked to an individual may be retained for analytical and model improvement purposes.

6. Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, disclosure, alteration, or

destruction, including encryption in transit and access controls. We will notify you of any personal data breach as required by applicable law.

7. Minors

The Service is intended exclusively for users aged 18 and over. We do not knowingly collect personal data from individuals under 18. Age is confirmed by self-declaration only: at registration, users confirm that they are at least 18 years old. We do not collect identity documents, facial images, biometric data or any other personal data for the purpose of age verification. Where we identify that an account belongs to a person below the applicable age of majority, access is terminated and the relevant personal data is deleted. See our Underage Policy for full details.

8. Your Rights under the GDPR

If you are located in the European Economic Area or another jurisdiction with applicable data protection legislation, you have the following rights in relation to your personal data. To exercise any of them, contact us at support@romanticai.com. We will respond within one month of receiving your request, unless an extension is permitted by applicable law.

- a. **Right of access.** You may request confirmation of whether we process your personal data and, if so, a copy of it together with information on the purposes, categories, recipients, and retention periods.
- b. **Right to rectification.** You may request correction of inaccurate or incomplete personal data we hold about you.
- c. **Right to erasure.** You may request deletion of your personal data where it is no longer necessary for the purposes for which it was collected, where you withdraw consent and no other legal basis exists, or where it has been processed unlawfully. This right does not apply where processing is required by law or for the establishment of legal claims. To submit a deletion request, please contact us at support@romanticai.com.

- d. **Right to restriction of processing.** You may request that we suspend processing of your personal data in certain circumstances, for example while the accuracy of data is being verified.
- e. **Right to data portability.** Where processing is based on consent or contract performance and carried out by automated means, you may request your personal data in a structured, commonly used, machine-readable format.
- f. **Right to object.** You may object to processing of your personal data based on our legitimate interests. We will cease processing unless we can demonstrate compelling legitimate grounds that override your interests.
- g. **Right to withdraw consent.** Where processing is based on your consent, you may withdraw it at any time without affecting the lawfulness of processing carried out before withdrawal.
- h. **Right to lodge a complaint.** You have the right to lodge a complaint with your local supervisory authority. In Finland, this is the Office of the Data Protection Ombudsman (Tietosuoja-valtuutetun toimisto, tietosuoja.fi). A list of EU supervisory authorities is available at ec.europa.eu/justice/data-protection/bodies/authorities.

9. Third-Party Links

The Website may contain links to third-party websites or services. We are not responsible for their privacy practices and encourage you to review their privacy policies before providing any personal data.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. We will notify users of material changes where required by applicable law, including by updating the date at the top of this page and, where appropriate, by email or a notice in the Service. The updated Privacy Policy will apply from the effective date stated in the revised policy.

11. Contact information

For any questions or requests relating to this Privacy Policy, the processing of your personal data, or the deletion of your personal data, please contact us at support@romanticaai.com.

Just Web It Oy

Tegelhagen 2 LT2, 02780 Espoo, Finland