Privacy policy

Coresteads OÜ | Version 0.10 | 19 October 2026

For review. The website and PDF privacy text share one source. Verify account-specific retention settings and deletion procedures before publication.

Privacy policy for visitors to coresteads.com and contact persons of clients, partners and suppliers. Updated on 19 October 2026.

Data controller

Coresteads OÜ, registry code 17617785. For privacy questions, email info@coresteads.com. Varju tee 8, Pirita linnaosa, Tallinn, Harju maakond, Estonia

What data we collect

The website form asks for your name, email address, service of interest and message; company and phone are optional. The form sends a meeting request and does not automatically reserve a calendar slot. You may provide other information relevant to your inquiry by email or at a meeting.

In business relationships we process a contact person's name, role and business contact details, correspondence, and contract and billing information. We receive these from you or from your employer or business partner when they appoint you as a contact person.

The hosting provider processes technical request data, including IP addresses, to serve the website. With consent, Google Analytics processes visit, device and browser information and cookie identifiers. Do not submit passwords, API keys, special category personal data or unnecessary data about other people through the form.

Purposes and legal basis

We answer inquiries, arrange meetings and prepare offers to take steps at your request before entering a contract (GDPR Art. 6(1)(b)). If you act as a company contact, we rely on our legitimate interest in managing business communications (point (f)).

We perform a contract on the basis of that contract when you are personally a party; company contact information is processed on the basis of legitimate interests. Accounting records are retained to comply with a legal obligation (point (c)). Website operation and security rely on legitimate interests; analytics relies on consent (point (a)).

Website form data is not used for direct marketing or sold. Providing data is voluntary, but we cannot answer without a name, contact details and the content of an inquiry. We do not make decisions under this policy based solely on automated processing that have legal or similarly significant effects on you.

Service providers and data flows

Google Firebase Hosting hosts the website. Form inquiries are stored in Google Cloud Firestore in the configured EU region eur3. The Firebase Trigger Email extension processes the inquiry in europe-west1, and Resend delivers it to our mailbox. Copies remain in both the database and email.

Google services support email and document handling; Google Analytics is used only with consent. Our accounting service and payment service provider receive accounting and payment information as needed for their duties. We also disclose information to competent authorities where required by law.

An EU Firestore database does not mean that the entire service chain processes data only in the EU. Service providers and their support operations may process data outside the European Economic Area. For transfers we use an applicable adequacy decision or Standard Contractual Clauses with necessary supplementary measures. Contact info@coresteads.com for information about applicable safeguards and how to obtain a copy.

How long we retain data

If an inquiry does not lead to a contract, we retain it until handled, for no longer than 12 months after the last substantive contact. This rule covers Firestore and email copies under our control; Coresteads arranges deletion.

Business relationship information is retained during cooperation and afterwards only to meet a legal obligation or a justified need relating to potential claims. Accounting source documents are generally retained for seven years from the end of the financial year in which the transaction was recorded.

Technical hosting data is retained according to security and service operation needs and the provider's terms. Google Analytics user and event data retention depends on the account's retention setting; aggregated reports may follow different rules. Contact info@coresteads.com for the specific period and setting. Information is not retained longer than necessary for its purpose and applicable obligations.

Cookies and analytics

Before consent, the external Google Analytics script is not loaded and no Google Analytics requests are sent. Analytics loads after you agree, including when earlier consent is stored in this browser. Consent permits analytics cookies; advertising storage and personalisation are denied.

Your choice is stored in the browser's localStorage under corestead-consent so it can be respected on your next visit. This local storage is necessary to manage consent. Change your choice using the Cookie settings link in the footer.

On withdrawal we send a denied consent update to any Google library already loaded. Analytics will not load on the next page load without new consent. Changing your choice does not automatically delete every previously set cookie or data already collected; remove cookies through your browser and ask us to delete data. Withdrawal does not affect the lawfulness of processing based on consent before withdrawal.

Client project data and security

When we process personal data on a client's behalf in a project, the client is the controller and Coresteads is the processor. Before processing, the DPA and statement of work specify data types, approved tools, providers, access, retention and return or deletion.

Setting up a solution in a client's account does not prevent transfers to a model API or another agreed provider. Coresteads does not use client data to train its own models. The chosen model service's training use, retention and possible exceptions are checked separately in its commercial terms and settings.

The website's Firestore rules permit only the creation of a validated inquiry addressed to the designated recipient; the public web client cannot read, update or delete inquiries. These rules do not replace administrator access controls or retention procedures. Project security measures and actions requiring human approval are defined according to its risk.

Your rights

Where applicable you may access, correct or delete your data, restrict processing, object to processing based on legitimate interests and request portability for automated processing based on consent or a contract. You may withdraw consent at any time. We respond without undue delay and normally within one month; a complex request may require an extension of up to two further months, with reasons communicated within the first month. We may request information needed to verify your identity. You may complain to the Estonian Data Protection Inspectorate (aki.ee) or the competent EU authority where you live or work. Email: info@coresteads.com.