Your privacy on Matchando

Who uses your data, why, and how you can manage it.

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What data we collect

For your account, we process your email, access verification, confirmation that you are an adult, choices and session data. For your profile, we collect your chosen name, age, preferences, area, Instagram contact, questionnaire answers and 3–6 private photos. We also keep drafts so that you can continue later.

Preferences and answers may reveal sexual orientation or sex life. Avoid other people's names and data, health information or details we have not requested. Photos are not used for biometric recognition or to infer intimate characteristics.

We also process support communications, privacy requests and technical data needed for operation and security. Answers, photos, access codes and intimate content are not intended for technical logs.

The current questionnaire has 21 questions. We no longer collect the answer about fears in relationships. You can select ‘Prefer not to answer’ for the importance of sex; that choice has no score. Some preferences may still reveal sexual orientation or sex life. Explicit consent for that processing remains separate from terms and marketing.

Avoid health information, others' personal data, contact details and unnecessary intimate details in free-text fields.

Purposes and legal bases for processing

Account, access and support: performance of the service you request or steps before entering into a contract, limited to necessary data (Article 6(1)(b) GDPR).

Profile and compatibility process: explicit consent (Articles 6(1)(a) and 9(2)(a) GDPR) to collect, read and update answers and photos, prepare any manual summaries and assess possible introductions curated by the Matchando team.

News, initiatives and offers by email: optional, separate consent (Article 6(1)(a) GDPR and Article 130 of the Italian Privacy Code). Your choice does not affect access to the service.

Security: legitimate interest in protecting the service and people, assessing necessity and impact (Article 6(1)(f)). This basis alone does not authorise the use of special-category data or data concerning criminal offences, which require a specific legal condition.

Evidence of choices and handling of rights: relevant GDPR obligations, including Articles 7 and 12–22. For specific disputes, we retain only information necessary to protect rights, on the legal basis applicable to the case; Article 9(2)(f) applies to special-category data necessary for legal claims.

Introductions and operational communications necessary for the requested service are described in the terms (Article 6(1)(b) GDPR for necessary ordinary data). Processing that reveals sexual orientation or sex life remains subject to the separate explicit-consent condition described above. Marketing is independent. Joining does not authorise training or transferring questionnaires to AI models.

Your choices

We ask for profile consent before saving answers and photos; it is necessary to create your compatibility profile. Without consent, you can access your account and manage settings and your rights. The profile requires all mandatory questionnaire fields and 3–6 photos.

The team can prepare a summary using local rules and review it before introduction. AI model analysis of profiles and fully automated matching decisions are not active. Summaries exclude fears, the sexual-importance answer, health information and other intimate or unnecessary details. Unreviewed free text is not automatically included. The team makes the final selection.

By joining the service, you ask the team to show your chosen name, age, one approved photo and a reviewed summary to the selected person. Only your Instagram contact is shared after two yeses. New introductions require an explicit action accepting the service terms, without an additional checkbox for receiving introductions. People who had not joined or had withdrawn must choose to join again: permission is never presumed. Answers do not need to be repeated. Existing proposals retain their rules, receipts and deadlines. You can stop introductions in settings without accepting new terms. This stops new proposals and closes affected ones without automatically deleting your profile. Withdrawing profile-processing consent and deleting your account remain distinct choices. Copies already received by email or Direct cannot be recalled.

The marketing choice is separate and initially off. Profile-based advertising, sharing data with sponsors and AI training are not covered by profile consent or email consent.

We record acceptance of the terms, the privacy notice shown and the declaration of being at least 18 separately, including wording version, date, action and account reference after email verification. Email marketing remains a separate, optional choice, initially off.

News and initiatives by email

Only if you expressly choose it do we use your email address to send Matchando news, initiatives and offers. We retain your preference and evidence of your choice, without using answers, photos or sensitive data to personalise communications. We do not include pixels to detect email opens.

The choice covers only Matchando emails: it does not authorise promotional Instagram messages, profile-based advertising or sponsor communications. You can enable it or withdraw it in Settings, or by writing to info@matchando.it. Withdrawing marketing consent does not change your profile or consent to the service.

We do not infer marketing consent from email-code sign-in, service registration or a change to the privacy notice. Members who have not made this choice remain excluded. Withdrawing profile consent or closing the account also stops promotional communications.

Who can access the data

Your profile is private, accessible to you and the Matchando team for the process. We do not publish a catalogue of members. The full questionnaire is not shared with a proposed person.

Hetzner Online GmbH, Industriestraße 25, 91710 Gunzenhausen, Germany, hosts the website, database and photos on the server in Germany and acts on our behalf under the data processing agreement.

We use OVHcloud MX Plan for email. The service processes addresses and messages needed for email access, support, privacy requests and, where authorised, marketing communications on our behalf under the applicable terms; the provider's independent processing follows its own privacy notice.

Instagram is provided in the European region by Meta Platforms Ireland Limited under the platform's terms. Do not send copies of the questionnaire or photos by Direct to complete your profile. A recipient can keep or copy a message: we cannot automatically retrieve every copy already received. We do not describe Direct messages as an archive under our exclusive control or as end-to-end encrypted communications.

We may disclose strictly necessary data to authorities or professionals where there is an obligation or a specific lawful need to protect rights. We do not sell data from the process. There are no active agreements with sponsors or venues involving disclosure of profiles.

Where data is processed

Your profile and photos are hosted on the Hetzner server in Germany. OVHcloud identifies France as the storage location for MX Plan email. Hosting location does not describe all processing by external platforms.

Instagram involves international processing, including in the United States. Meta's Data Privacy Framework statement covers Instagram and private communications, with Meta Platforms, Inc. in the role stated by the platform. Transfers covered by the certification use the EU–US framework; for other flows, Meta identifies adequacy decisions and standard contractual clauses as applicable.

Information is available in Instagram's privacy centre and the official Data Privacy Framework register (Meta participant 4452). You can request information about the relevant safeguards by writing to info@matchando.it.

How long we retain data

Current profile: up to 24 months after the last relevant activity. Incomplete drafts: 90 days after the last edit. Replaced answers and photos are excluded from use immediately and deleted within 28 days. Withdrawal and closure bring these deadlines forward.

Routine support: up to 12 months after the request is closed. Technical logs without profile content: up to 90 days. Minimum evidence of choices, agreements and privacy requests is kept separately for up to 5 years after the relevant processing ends or the request closes, and deleted earlier if no longer necessary; it does not include the full profile or photos.

On withdrawal or closure, we stop use and remove data from operational storage within 7 days, except for minimum evidence and documented exceptions for obligations or specific disputes. Summaries follow the profile's lifecycle and are invalidated when answers change.

Relevant activity means using or updating the process, responding to or reconfirming the search, and service communications attributable to the account. Likes, follows, unanswered notifications and privacy requests do not extend profile retention. Data is not reused during deletion operations.

Current answers support the service; replaced answers immediately stop being used operationally and are kept for up to 28 days for support and reconstruction of changes, without disclosure to other users or use in matching. Current profiles follow the described 24-month relevant-activity period and drafts the 90-day period. Withdrawal and closure bring operational deletion forward to within 7 days, subject to the specified exceptions. Technical logs and minimal evidence have separate purposes and periods; they do not justify keeping complete answers.

How long the marketing choice lasts

We use the address for marketing communications until consent is withdrawn or the account is closed and, in any event, for no longer than 24 months after the last explicit consent. Access codes, website visits and technical reads do not renew this period. At expiry we stop promotional use; resuming it requires a new explicit choice.

After withdrawal, we retain only minimum evidence of the choice and its withdrawal, separate from promotional use, for the period of up to 5 years described above. It does not include answers or photos.

Account and technical access data

An account where the process has never started is deleted 90 days after the last deliberate sign-in. Where we no longer hold a current profile with valid consent, for a process that has already started, including after withdrawal, we retain only the account data needed for receipts and rights for up to 24 months after the last deliberate sign-in. This does not extend the retention of answers and photos covered by withdrawn consent: use stops immediately and operational removal takes place within 7 days. Requested closure brings forward account deletion, except for minimum evidence.

Email codes are valid for 10 minutes; technical records of expired codes are removed within 24 hours of expiry and expired sessions within 7 days. Requested exports are available for 24 hours. To enforce resend limits, we retain pseudonymised counters, without codes or messages, while the relevant security limit remains operational; unblocking is checked and recorded and does not happen automatically each day.

Linking Instagram to your profile

Your account automatically has a personal code, available in your profile and settings. After the questionnaire and photos, you can send it by Direct to @matchando.roma. You do not need to log in to Instagram on Matchando or give us your password. The Meta platform notifies the service of the received message; Matchando uses the code to associate the sender with your profile and sends a short automatic technical confirmation. The code contains no answers or photos; the linking system does not retain the full conversation text.

Linking is part of the process you request and remains subject to the relevant consent: it does not authorise newsletters, advertising, AI analysis or automatic match proposals. We process the sender identifier, account association, dates and minimum references for the event and confirmation outcome. Verification proves the connection between the Matchando profile and the Direct sender, not civil identity. The contact used comes from final verification, not a self-declared Instagram name in the questionnaire.

The personal code does not expire over time or after first use and follows the account's retention period. Editing answers or photos does not replace it. It cannot complete linking if the profile is incomplete, paused or lacks the required consent; withdrawal, restriction of processing, a ban or closure stops its use. Closure immediately removes the credential. A technical replacement by support, if necessary, invalidates the previous code; self-service regeneration is not available. This update replaces old pending codes while preserving already verified links. The link follows the profile's retention period. Minimum technical event data is retained for no more than 90 days; on withdrawal or closure we stop use and delete linkable operational data within 7 days, except for documented exceptions. Deletion from the website does not automatically delete copies of Direct messages kept by Meta or already received.

The word 'Done' means that the profile is complete and the link is verified. It does not establish a match, photo approval, delivery or reading of the Direct confirmation. If the integration is unavailable, the website says so and does not simulate verification.

The team can disconnect Instagram without deleting the profile, personal code or history. Reconnection requires a new message with the same code, including in the same chat, from an available account. Events preceding disconnection do not restore the connection. Affected proposals are not automatically cancelled, but cannot use the removed connection or redirect notifications and contacts to a new account. The deadline continues; recovery requires an explicit team decision. A message already accepted by the platform cannot be recalled.

Rights and withdrawal

You can request access, rectification, erasure, restriction and, where applicable, portability and object to processing. You can withdraw consent in Settings > Privacy without accepting new terms. Withdrawal does not make previous processing unlawful.

Write to info@matchando.it or use Settings. We verify identity proportionately and normally respond within one month; any justified extensions are communicated within the required time limits. You can complain to the Italian Data Protection Authority, www.garanteprivacy.it.

For reports or disputes, we retain only what is necessary for the case and review that necessity. Copies under the independent control of other recipients or platforms follow their rules; withdrawal stops new uses by us.

Language preference

We remember your chosen language for the interface, service emails and the Instagram linking confirmation. The technical cookie matchando-locale contains only it, en or es and lasts 180 days from your choice. When you sign in, we store the preference in your account under the existing account retention periods. The language of the Instagram confirmation is recorded with the event and follows its maximum retention period of 90 days. Changing language does not change your consents or require you to renew them.

Operational journey data

We store the last saved question or section so you can resume the questionnaire on another device. We use technical references to upload operations and the images involved to confirm uploads and manage photo replacements. These data support the service you requested and follow the lifecycle of the relevant draft or profile; they do not create a new consent.

An Instagram contact is operationally verified only when the code has linked the sender to the profile, Meta's API has returned the username for that link and Meta has accepted the welcome reply. We keep the minimal acceptance receipt with the link and the time of the latest incoming message attributed to the sender to check whether Direct is available. Technical acceptance does not prove delivery or reading and does not certify civil identity. These references do not store the conversation text, and we do not use a declared username as verified evidence.

Team-curated proposals and operational communications

By joining the service, you ask the team to show your chosen name, age, one approved photo and a reviewed summary to the selected person. Only your Instagram contact is shared after two yeses. New introductions require an explicit action accepting the service terms, without an additional checkbox for receiving introductions. People who had not joined or had withdrawn must choose to join again: permission is never presumed. Answers do not need to be repeated. Existing proposals retain their rules, receipts and deadlines.

Selected, approved photos are visible only on the website after the participant signs in; they are not attached to emails or Direct messages. Operational proposal messages may contain the authorised summary and official website link and are sent by email from info@matchando.it and through Instagram when that channel is available. OVHcloud MX Plan also processes these emails for the requested service. They are separate from news and offers and do not depend on marketing consent. An unavailable channel or uncertain sending outcome is indicated without claiming an unconfirmed delivery.

Each person makes one yes or no decision about the proposed person. The website uses buttons; the email link opens the card after sign-in and opening it does not record a decision. Direct also accepts a yes/no command with the proposal-specific code, verifying the sender and connection. An ambiguous yes is insufficient. The first valid response remains recorded across channels; duplicates do not count twice and conflicting or late responses do not reopen a proposal. After two yeses, without further confirmations or team approval, only the other person's verified Instagram is automatically shared on the website and by email and Direct where sending is permitted. One yes does not reveal a contact; email, phone, surname and complete questionnaire are not shared. Initial permissions, connection and proposal must remain valid; no message is sent to the other person on your behalf.

To operate the service, we keep the pair reference, sequential proposal count, availability, deadlines, selected materials, states and technical communication outcomes, with dates and references to who performed each action. This helps prevent duplicates, control access and manage decisions, withdrawals and support. Rejection or cancellation does not immediately erase history, but does not create an unlimited archive: the profile and minimal-evidence retention periods already described apply. Withdrawal or closure stops access and pending messages; it cannot recover copies already seen or received by other people or platforms.

You can stop introductions in settings without accepting new terms. This stops new proposals and closes affected ones without automatically deleting your profile. Withdrawing profile-processing consent and deleting your account remain distinct choices. Copies already received by email or Direct cannot be recalled.

Proposal-specific codes are random, encrypted and bound to their recipient and channel. They can only be used during the proposal's response period; disconnection or closure stops their use. They are removed within 24 hours of that deadline, except for separate minimal evidence of decisions retained under the periods already stated.

Introduction management and support

Our team may prepare a suspended introduction, retaining the selection and summary in encrypted form. No messages are sent at this stage and the other person's data is not shown. Preparation lasts at most 90 days, within the shorter retention limits of the materials involved. Activation is a manual decision requiring current eligibility, permissions and approved materials to be checked again. Earlier questionnaires remain usable; missing answers are not invented.

Our team may cancel an introduction and manually ask both people how their match is going. A website response, including a support request or dismissal, remains private from the other person. We retain the request and response status within the existing retention periods for that introduction. Another introduction for a pair already in the history requires conscious team confirmation and compliance with availability and waiting periods.

The team can prepare a summary using local rules and review it before introduction. AI model analysis of profiles and fully automated matching decisions are not active. Summaries exclude fears, the sexual-importance answer, health information and other intimate or unnecessary details. Unreviewed free text is not automatically included. The team makes the final selection. By joining the service, you ask the team to show your chosen name, age, one approved photo and a reviewed summary to the selected person. Only your Instagram contact is shared after two yeses. You can stop introductions in settings. Copies already received by email or Direct cannot be recalled. Rejecting a photo stops its use. You can replace it; the team can reverse rejection after a new review if the file is still retained.

Queued sign-in codes and their recipients are encrypted in a temporary outbox, bound to the still-valid code and to at most 10 minutes. Service emails come from info@matchando.it. We retain text versions and minimal technical receipts to manage sending and uncertain outcomes, without automatically claiming delivery or reading.

Reports and review

Report problems or request review at info@matchando.it. The operator records only relevant reasons, necessary evidence, assessment, outcome, any suspension and review date, communications and challenges. Cases are restricted and protected, never shared as profile content. Ordinary cases are retained for up to 12 months from the last substantive interaction; exceptions for obligations or defence of rights must be justified and limited. Access requests also protect other people's data and safety.

Who is responsible

For privacy information and to exercise your rights, you can write to info@matchando.it. Matchando is free, for adults and open without an invitation. The initial focus is Rome and nearby areas; people elsewhere may also register, without any guarantee of an available match. The team selects the people to introduce. You can complete, edit and pause your profile.

This notice covers the website and the service's activities. Instagram also processes data under its own privacy notice when you use its platform.

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The data controller is Matteo Carisi, operator of Matchando — info@matchando.it