

TeemantSoft General Privacy Policy (Non-EU Regions)

Revision: 1.02
Last updated: 05/08/25
Effective date: 01/09/2025

1. Introduction

This Privacy Policy explains how TeemantSoft OÜ ("TeemantSoft," "we," "our," or "us") collects, uses, shares, and safeguards personal information of users located outside the European Economic Area (EEA), the United Kingdom, and Switzerland. If you are located in those regions, please refer to our dedicated GDPR Privacy Policy.

This policy applies to your use of TeemantSoft's services, including AI-powered assistants (such as Gemma, Opal, and Flint), web-based interfaces, mobile platforms, and integrations through communication platforms like WhatsApp, Microsoft Teams, and Google Chat.

2. Information We Collect

We may collect the following types of personal information:

- **Identification and contact details** (e.g., name, email address, phone number, job title, language preference).
- **Interaction data** (e.g., messages or inputs submitted during interactions with our AI agents).
- **Device and technical data** (e.g., IP address, browser type, device ID, time zone, cookies, and usage logs).
- **Third-party data** (e.g., information submitted about others, such as emergency contacts or witnesses, subject to your local regulations).
- **Document or media uploads processed** via OCR services.

3. How We Use Your Information

We use your personal data to:

- Deliver and improve our services and features.
- Enable and personalize your interactions with our AI agents.
- Provide customer and technical support.
- Monitor system integrity, detect fraud, and ensure security.
- Comply with legal and contractual obligations.

4. Sharing Your Data

We may share your data with trusted service providers strictly for operational and technical purposes:

- AI Processing: OpenAI, Mistral AI
- Messaging Infrastructure: Meta (WhatsApp), Google (Chat), Microsoft (Teams), Infobip
- Hosting and Storage: ScaleWay, Microsoft Azure
- OCR & Document Processing: Mistral OCR, Microsoft

These providers are contractually obligated to protect your data and only use it in accordance with our instructions.

5. International Transfers

Your data may be transferred and processed in countries outside your own. When doing so, we implement appropriate safeguards such as:

- Encryption and access controls
- Processor due diligence and contractual protections

6. Data Retention

We retain your personal data as long as it is necessary for the purposes outlined in this policy. This generally means:

- Account and user information: active period + 12 months
- Interaction data: up to 6 months
- Support requests: 2 years
- OCR data: not stored after processing

7. Your Rights

- Depending on your location, you may have rights to:
- Request access to your data
- Request correction or deletion of your data
- Withdraw consent where applicable
- Object to certain data processing activities
- File a complaint with your local data protection authority

To exercise your rights, please email us at:

contact@teemantsoft.com

8. Data Security

We employ industry-standard security practices to protect your data, including:

- Encryption of data in transit and at rest
- Access control and logging
- Regular system audits

9. Additional Regional Notices

Children's Privacy

Our services are not intended for children under the age of 13, or any minimum age as required by your local laws. We do not knowingly collect personal information from children. If we learn that we have collected personal data from a child without verified parental consent, we will delete that data.

California Privacy Rights

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA), including the right to know what personal data we collect, the right to request deletion, and the right to opt out of the sale of your personal information. To exercise your rights, please contact us at:

contact@teemantsoft.com

10. Policy Updates

We may update this policy periodically. We will notify users of significant changes through the platform or by email. Continued use of our services after such updates means you accept the changes.

11. Contact

For questions, concerns, or data inquiries:

TeemantSoft OÜ

Sepapaja tn 6, Lasnamäe linnaosa, 15551 Tallinn, Estonia

contact@teemantsoft.com

If you are based in the EEA, UK, or Switzerland, please refer to our GDPR Privacy Policy for more specific information and legal rights.

This Privacy Policy applies if you reside in the European Economic Area (EEA), Switzerland, or the United Kingdom. If you reside outside of these areas, a modified version of our Privacy Policy may apply depending on your region.

At TeemantSoft, we respect your privacy and are firmly committed to ensuring the security of the information we collect from or about you. This Privacy Policy describes our practices regarding the Personal Data we collect when you interact with our platform, applications, and services (collectively, the “Services”).

Please note that this Privacy Policy does not apply to content we process on behalf of our customers using specific offerings, such as our APIs integrated with third-party services. Our use of this data is governed by the contractual agreements with these customers and applicable local regulations.

For additional information on how we collect and use learning data to improve our services and language models, and the choices you have regarding this information, please see our data protection documentation.