

Privacy Policy

keyspot GmbH

V1.1, effective date: 14.8.2024

This Privacy Policy applies to <http://www.keyspot.ai> website and services provided therein (both together “keyspot services”) and describes the personal information that we collect from users of the keyspot services (“users”) and how we may use that information. Personal information means any information that may be used to identify an individual.

1. General

The protection of your personal information is a top priority for keyspot GmbH.

keyspot GmbH complies with the applicable data protection laws and informs herewith comprehensively about the handling of personal data with the following data protection information.

The responsible party within the meaning of the General Data Protection Regulation ("DSGVO") is:

keyspot GmbH
Friedhofstraße 7
67273 Weisenheim am Berg
Germany

Email: info@keyspot.ai

Data Protection Officer:
Michael Keil

If you have any questions about this privacy policy, please contact us by email.

2. Collection, processing and use of personal data in the context of using keyspot services

Within the scope of registering and using keyspot services, it is necessary to collect, process or use personal data. keyspot GmbH is committed to the goal of collecting, processing or using as little personal data as possible.

When a user of interacts with keyspot services, we check device date and time of access for security reasons. Other data, such as IP addresses or browser metadata are not collected.

The following events requires users to provide personal information:

- Create an account / register to keyspot services
- Book a demo or discovery call
- Request a trial

- Using contact forms (e.g. incident report, help desk)
- Use email to contact the keystone team

For these events, some or all of the following personal information may be collected:

- First and last name
- Account username
- Company
- Department
- Email address

We use your personal data primarily for the purpose of using the keystone services. More specifically, we use and process your personal data to:

- Provide a secure access to our services
- Verify your identity
- Respond to users requests
- Provide customer support
- Create and manage users account
- Evaluate system security and stability
- Communicate with users and customers in the context of keystone services provision

We may occasionally process user data under the legal basis of Art. 6 (1) f DSGVO. In these instances, unless otherwise specified, Keystone GmbH pursues the following legitimate interests:

- Enhancing our services and offerings
- Protecting against misuse, illegal activities, or unauthorized actions
- Conducting statistical analyses

We do not disclose any personal information to third parties.

3. Storage and deletion periods

Upon successful registration to the keystone services, we securely store personal data in secure data centres in Germany. As a general rule, we retain personal data only for as long as necessary to fulfill the contractual or legal obligations for which the data was collected. Once these obligations have been met, we delete the data unless it is required for evidentiary purposes within the statutory limitation period for civil claims or to comply with statutory retention requirements. For accounting purposes, as mandated by legal documentation obligations, we retain your data for a retention period of 10 years.

4. Rights for users

According to the European General Data Protection Regulation (DSGVO), every user has the right to:

- the right to information according to Article 15 DSGVO
- the right to rectification according to Article 16 DSGVO
- the right to erasure according to Article 17 DSGVO
- the right to restriction of processing under Article 18 of the GDPR
- the right to object under Article 21 of the GDPR
- the right to data portability under Article 20 of the GDPR

Every user has the right to have his or her data corrected and/or deleted, provided that it has

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not already been deleted automatically. Additionally, every user can revoke his or her consent once given at any time. It should be noted that the revocation only takes effect for the future. Processing that took place before the revocation is not affected. Since keyspot GmbH processes the user's data exclusively on behalf of its customers, the user must revoke his consent to the respective the subscription contract partner ("Customer").

6. Controller Processor Agreement

The use of keyspot services necessitates the collection, processing, and use of information related to tenders, which could involve the processing of personal data. In processing this data, keyspot operates as a processor in accordance with Article 28 (3) of the GDPR. In order to use keyspot services, a Controller-Processor Agreement has to be in place between keyspot GmbH and the customer to govern this relationship.

7. Data protection

Employees involved in data processing are strictly prohibited from collecting, using, or otherwise handling personal data without proper authorization. Keyspot GmbH complies with all applicable data protection regulations when processing personal data. In line with legal requirements, keyspot GmbH has implemented appropriate technical and organizational measures to secure personal data and prevent unauthorized third-party access. Additionally, keyspot GmbH ensures that all individuals responsible for processing personal data are bound by a confidentiality obligation.

8. Amendment of the data protection notice

Please be aware that this data protection notice may be updated at any time in accordance with applicable data protection regulations. We will notify you if we amend this Privacy Policy, by contacting you through the contact details you have provided to us. Any amended Privacy Policy is effective once we notify you of the change.

If you have any further questions, please do not hesitate to contact us using the contact address provided above.