

# Privacy Policy – Relations AI

Effective date: 25.08.2025

Last updated: 25.08.2025

This Privacy Policy describes how SAROTA PR Sp. z o.o. (“we,” “our,” “us”) collects, uses, and protects your information when you use the Relations AI application (the “Service”).

## 1. Controller of the data

SAROTA PR Sp. z o.o.  
al. Władysława Beliny – Prażmowskiego 69/7  
31-514 Cracow  
POLAND  
Email: prywatnosc@sarota.pl

## 2. Information we collect

- Basic identifying information: your full name and email address, used to identify you as a user of the Service.
- Telemetry data: anonymized analytics and error reporting collected through tools such as Sentry, Hotjar, and Google Analytics. All telemetry is implemented with anonymization measures to ensure that no personal or sensitive content entered by users is captured.

We do not collect other categories of personal data unless voluntarily provided by you for support or contact purposes.

## 3. How we use your information

- To provide and maintain the Service.
- To authenticate you as a user.
- To communicate with you about your account and the Service.
- To monitor, analyze, and improve the performance, stability, and usability of the Service (using anonymized telemetry).

## 4. Processing of user content

The Service allows you to submit content (“User Content”) for the purposes of preparing translations, text analyses, and other features for which the Service was designed.

User Content is:

- processed only for the duration necessary to generate the requested output;
- not stored beyond the immediate processing operation;
- not included in telemetry logs or error reports.

Third-party commercial APIs and hosting providers used include:

- OpenAI – for natural language processing and generative AI.
- Anthropic (Claude) – for natural language processing and generative AI.
- DeepL API – for translation services.
- Microsoft Azure – for cloud hosting and infrastructure.
- OVH – for cloud hosting and infrastructure.

These providers process your data solely to provide the requested output and do not use User Content to train their models or improve their services.

## **5. Legal basis for processing**

- Contract performance – where processing is necessary to provide the Service you have requested.
- Legitimate interest – in analyzing anonymized usage data to improve the Service and ensure stability.
- Consent – where required for specific functionalities.

## **6. Data sharing**

We do not sell or rent your personal data. We may share data only with:

- Third-party service providers who process data on our behalf (e.g., hosting, telemetry, API processing), under contractual safeguards.
- Authorities, if required by law.

## **7. Data retention**

- Personal data (such as your name and email) is retained only as long as necessary to operate your account and provide the Service.
- User Content submitted through the Service is not retained beyond the immediate processing necessary to generate results.
- Telemetry logs do not capture the content or responses of your inputs.
- Anonymized telemetry data may be retained in aggregated form for statistical and performance analysis.

## **8. International data transfers**

Your personal data may be transferred to and processed in countries outside the European Economic Area (EEA), where data protection laws may differ. When we do so, we ensure appropriate safeguards are in place, such as the use of Standard Contractual Clauses.

## **9. Data security**

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

## **10. Your rights**

Subject to applicable law, you may have the following rights:

- Access your personal data.
- Correct your personal data.
- Request deletion of your personal data.
- Object to certain processing activities.
- Request data portability.

To exercise these rights, please contact us at: [Insert Contact Email].

## **11. Cookies and tracking**

We use services such as Sentry, Hotjar, and Google Analytics to collect anonymized usage analytics and error telemetry. No content or responses you input into the Service are stored in these telemetry systems.

## **12. Changes to this policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated "Last updated" date.

## **13. Contact**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

SAROTA PR Sp. z o.o.  
al. Władysława Beliny – Prażmowskiego 69/7  
31-514 Cracow  
POLAND  
Email: prywatnosc@sarota.pl