

# Privacy Policy

## Introduction

Last updated: January 2025.

This Privacy Policy explains how FlowPilot collects, uses, stores, and protects your personal data when you use our website, book consultations, or interact with our services.

## Data Controller & Contact

FlowPilot acts as the Data Controller for all personal data processed via our website and booking systems.

Contact: [hello@flowpilot.io](mailto:hello@flowpilot.io)

## Information We Collect

### Data You Provide Directly

- Identity data: name, surname, company name, role.
- Contact data: email address, phone number.
- Message content submitted through forms.
- Consultation booking details including date/time/timezone.
- Billing and transactional data when purchasing services.

### Data Collected Automatically

- IP address, browser type, device model, operating system.
- Pages visited, time spent on site, referring URLs.
- Cookie and tracking identifiers.

### Data From Third Parties

- Calendar platforms to process scheduling requests.
- Analytics partners providing anonymized or pseudonymized insights.

## How We Use Your Data

### Service Delivery

- Scheduling and managing consultations.
- Providing AI automation services and customer support.

### Improvement of Website & Services

- Analytics and performance measurement.

- Testing new features and improving usability.

## **Security & Fraud Prevention**

- Detecting suspicious patterns and unauthorized access attempts.

## **Marketing (Only With Consent)**

- Sending updates, newsletters, and service announcements.

## **Legal Basis for Processing (GDPR)**

- Contractual necessity.
- Legitimate interest (website performance, security, analytics).
- Consent (cookies, marketing).
- Legal obligations (accounting, taxation).

## **Data Sharing**

We share data only with verified service providers such as:

- Hosting services
- Analytics platforms
- Communication tools
- Payment processors
- Scheduling tools

## **Data Retention**

We retain data only as long as necessary for service delivery, legal obligations, or legitimate interests. After that, data is securely deleted or anonymized.

## **Your Rights**

- Access, correction, deletion of data.
- Data portability.
- Right to object to processing.
- Right to withdraw consent.
- Right to lodge a complaint with your local data authority.

## **Children's Privacy**

Our services are not intended for individuals under 16.

## **Changes to This Policy**

We may update this Privacy Policy periodically. The latest version will always be posted on this page.