

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

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.