

## Privacy Policy

Last updated: April 11, 2026

This page explains what personal data Orgonaut handles, why we handle it, and the practical choices available to customers, users, and visitors.

### Quick read

- We collect the account, workspace, support, and technical data needed to run Orgonaut safely and reliably.
- We do not sell personal information. We share data only with service providers, integrations you enable, or where the law requires it.
- For workspace data, we usually act as a processor or service provider on behalf of the customer account.
- When you use AI-assisted features, the prompts and selected context needed for that feature may be processed by model providers.
- You can contact us about access, correction, deletion, export, or other privacy rights requests.

### How to read this page

This notice is written for people, not privacy robots. It explains what data we handle, why we handle it, and the choices you still have.

### Controller vs processor

We are usually the controller for website, account, support, and commercial relationship data. For customer workspace content, we usually act as a processor or service provider on the customer's instructions.

- Send a privacy request: <mailto:hello@orgonaut.co>
- Read the Terms of Service: <https://app.orgonaut.co/terms>

### 1. What this notice covers

This page explains how Orgonaut handles personal data across the website, product, and support channels.

It applies when you browse our site, create or use an Orgonaut account, interact with support, join a workspace, or use product features that involve personal data.

If your organisation has a separate signed privacy, data-processing, or enterprise agreement with us, that agreement may add more detail or control where it conflicts with this page.

### 2. What we collect

We collect the information needed to run the service you asked us to provide.

- Account and identity data such as name, email address, organisation, role, login identifiers, and preferences.
- Workspace content such as org charts, people and team records, scenarios, imports, notes, prompts, files, and outputs created inside the product.
- Technical and usage data such as IP address, browser or device data, timestamps, audit trails, and logs that help us secure and operate the service.
- Support and communication data such as emails, meeting notes, feedback, and issue reports.
- Commercial data such as billing contacts, subscription records, and transaction metadata if you buy a paid plan.
- Integration data that comes from providers you connect to Orgonaut or from identity providers used for login.

### 3. How we use personal data

We use data to deliver the product, protect it, support customers, and meet legal obligations.

Depending on the situation, we process personal data to perform our contract with you, comply with legal obligations, pursue legitimate interests such as security and product improvement, or rely on consent where the law requires it.

- To create and manage accounts, workspaces, permissions, and authentication.
- To import, store, display, search, analyze, and export the organisational data you ask us to handle.
- To secure the service, investigate incidents, prevent abuse, and maintain auditability.
- To provide support, troubleshoot issues, and communicate about service updates or account matters.
- To understand performance, reliability, and feature usage so we can improve the product.
- To comply with legal requests, enforce agreements, and protect the rights and safety of Orgonaut, our customers, and others.

### 4. When we share data

We do not sell personal information.

We share personal data only when needed to run the service, follow your instructions, comply with the law, or support a legitimate business transaction.

- With infrastructure, hosting, authentication, support, communication, analytics, or other vendors acting on our behalf under appropriate contractual controls.
- With other users inside your workspace when your admins, permissions, or product actions make that data visible to them.
- With third-party integrations or identity providers when you or your organisation choose to enable them.
- With advisors, regulators, law enforcement, or courts when disclosure is legally required or reasonably necessary to protect rights, safety, or the service.
- As part of a merger, acquisition, financing, or asset sale, subject to appropriate confidentiality and continuity steps.

## 5. Cookies, logs, and AI-assisted features

Some data exists because software needs memory and traceability.

We use cookies and similar technologies to keep sessions working, secure accounts, remember preferences, and support normal website and product behavior. If we introduce optional analytics or marketing technologies that require additional consent, we will handle those separately.

We also keep logs, audit trails, and event records that help us understand who did what, detect misuse, debug problems, and preserve the integrity of the product.

If you use AI-assisted features, the prompts, selected workspace context, and generated outputs needed for that feature may be processed by third-party model providers.

## 6. International transfers and security

We use reasonable safeguards, but no system is invulnerable.

Orgonaut may process personal data in countries other than the one where you are located. Where the law requires it, we use appropriate transfer safeguards for that processing.

We apply reasonable administrative, technical, and organisational measures intended to protect personal data. Even so, no online service can promise absolute security, so please use good account hygiene and contact us quickly if you suspect an issue.

## 7. Retention

We keep data for as long as there is a real business, legal, or security reason to keep it.

Retention periods vary depending on the data type, account status, backup cycles, legal obligations, and whether the information is needed for security, support, or dispute resolution.

When data is no longer needed, we delete it, anonymize it, or isolate it from routine use, subject to backup retention, legal holds, and any written agreement that says otherwise.

## 8. Your choices and rights

Privacy rights depend on where you live and the relationship you have with Orgonaut.

Depending on applicable law, you may have rights to access, correct, delete, export, or restrict certain personal data, object to certain processing, withdraw consent, or lodge a complaint with a regulator.

If your data sits inside a customer workspace, the fastest path is often to contact your workspace administrator first, because they control much of that data relationship. You can also contact us directly and we will route the request appropriately.

## 9. Children, updates, and contact

Orgonaut is built for work, not for children's services.

Orgonaut is not directed to children, and we do not knowingly collect personal data from children for consumer use.

We may update this privacy notice from time to time as the product, law, or our operations evolve. When we do, we will post the new version here and update the date at the top of the page.

Privacy questions or requests can be sent to [hello@orgonaut.co](mailto:hello@orgonaut.co).