

Privacy Policy

Last Updated
30.07.2025

This Privacy Policy explains how we collect, use, and protect your personal information when you use our website and services.

1. Information We Collect

- Personal Information: Name, email, company details, job role (when you sign up, schedule demos, or interact with our services).
- Uploaded Content: Documents, training materials, and any other content you or your company provide.
- Usage Data: IP address, device info, browser type, visited pages, and actions taken on the platform.
- Cookies: We use cookies and similar technologies for session management and analytics.

2. How We Use Your Information

- To deliver and improve our training generation services
- To communicate with users (support, product updates, demo coordination)
- To analyze usage patterns and optimize user experience
- To comply with legal obligations

3. Data Sharing & Third Parties

We may share your data with trusted third-party providers who support our operations, such as:

- Cloud storage (e.g., AWS S3)
- Analytics (e.g., Google Analytics)
- AI services (e.g., ElevenLabs, OpenAI)
- Communication tools (e.g., Calendly, email delivery services)

We do not sell your data under any circumstances.

4. Data Retention

We retain your data only as long as necessary for business or legal purposes. You may request deletion of your personal data by contacting us.

5. Your Rights

- Request access to the data we store about you
- Request deletion or correction of inaccurate data
- Opt out of communications

6. Security

We use modern security practices to protect your data. However, no online system is 100% secure, and we cannot guarantee absolute security.

7. International Users

If you're accessing our service from outside the country we operate in (e.g., the United States), your data may be processed in that jurisdiction. We follow applicable laws such as GDPR when required.

8. Changes to this Policy

We may update this Privacy Policy occasionally. Updates will be posted on this page with the "Last updated" date.

9. Contact Us

If you have any questions, contact us at support@techneels.com.