

Privacy Policy

TrailAI L.P. and its affiliates and subsidiaries (“TrailAI”, “we”, or “us”) are committed to protecting your privacy and safeguarding your personal information. The purpose of this privacy policy (the “Privacy Policy”) is to inform you about our privacy practices, including how we collect, use, and disclose your personal information.

This Privacy Policy applies to our website, chatbox services, and related applications (collectively, the “TrailAI Services”). By visiting, accessing, or using the TrailAI Services, you consent to the policies and practices outlined in this Privacy Policy, so please read them carefully. If any policies or practices of this Privacy Policy are unacceptable to you, please do not visit, access, or use the TrailAI Services.

What's in this Privacy Policy?

- Privacy Policy Amendments
- Personal Information We Collect
- How We Use Personal Information
- How We Share Personal Information
- Information Security
- Retention of Personal Information
- Rights Regarding Your Personal Information
- Direct Marketing
- Data Transfer
- Third-Party Websites and Services
- Children’s Privacy
- Right to Lodge a Complaint with the Data Protection Authority
- Contact Us

Privacy Policy Amendments

Your privacy matters to us. We reserve the right to update this Privacy Policy from time to time, and any modifications will be posted on this page. Your continued use of the TrailAI Services after any changes indicates your acceptance of the updated Privacy Policy. We encourage you to review this policy periodically.

Personal Information We Collect

We collect the following types of personal information:

- **Account Profile**: When you create an account, we may collect your name, email address, username, password, sex, address, corporate details, vat number and other optional profile details. (Legal grounds: contract performance, consent, legitimate interests).

In addition users created under their management are informed about the data processing and have acknowledged the privacy terms before activation.

- **Chatbox Interactions**: We collect chat history, inquiries, and messages exchanged via our chatbox for service improvement and customer support. (Legal grounds: consent, legitimate interests). Our system uses anonymization tools to remove personally identifiable information from chat interactions, and we do not store direct user identifiers. However, if a user voluntarily includes personal details within a message, there is a possibility that the anonymization process may not fully remove such references. Users are advised to avoid sharing personal data in chat interactions to maintain privacy and data protection.

- **Device Information**: Automatically collected data such as hardware, operating system, and browser details. (Legal grounds: legitimate interests, consent, contract performance)

- **Location Information**: Automatically collected IP addresses and other location data. (Legal grounds: legitimate interests, consent, contract performance)

- **Server Log Information**: Includes system activity, device-specific information, and interactions with TrailAI Services. (Legal grounds: legitimate interests, consent, contract performance)

- **Correspondence**: Information you provide when contacting customer support or other inquiries. (Legal grounds: legitimate interests, consent, contract performance)

- **Payment Gateways**: payment information such as your credit/debit card or financial account number is provided through a secure tunnel interface directly to a 3rd party payment processor (Stripe) and is not accessible to or collected by us. For more information check out stripe.com Privacy Policy [here](#).

We also use cookies and similar tracking technologies to enhance the user experience. You can manage cookie preferences in your browser settings.

How We Use Personal Information

We use your personal information to:

- Provide and improve TrailAI Services, including customer support.

- Optimize our chatbox AI functionality and user interactions.
- Respond to inquiries and other requests.
- Monitor service usage, security checks, and analytics.
- Develop new features and functionality.
- Investigate legal claims and comply with regulatory requirements.

How We Share Personal Information

We may share personal information:

- With law enforcement agencies as required by law.
- With third-party service providers for identity verification, fraud detection, payment processing, and hosting services.
- In the event of a merger, sale, or business restructuring.

We ensure third parties follow strict data protection policies when handling your information.

Information Security

We implement security measures, including encryption and restricted access, to protect your personal information. However, no data transmission method is 100% secure. If you suspect a security breach, please contact us immediately.

Retention of Personal Information

We retain personal information only as long as necessary for the purposes outlined in this Privacy Policy or as required by law.

Rights Regarding Your Personal Information

Under applicable data protection laws, you have the right to:

- Access: Request a copy of your personal information.
- Correction: Update inaccurate or incomplete information.
- Erasure: Request deletion of your personal data under certain circumstances.
- Restriction: Suspend processing of your data.
- Transfer: Request data portability.
- Objection: Challenge our processing of your information.
- Consent Withdrawal: Withdraw your consent where applicable.

To exercise these rights, contact us as outlined in the "Contact Us" section.

Direct Marketing

We may send marketing communications about our services. You can opt out at any time by using the "unsubscribe" link in our emails or contacting us directly.

Data Transfer

Your personnel data is primarily stored and processed in Microsoft data centers located in West Europe, North Europe and in Greece. We comply with applicable laws to ensure data protection when transferring personal information.

Third-Party Websites and Services

This Privacy Policy applies only to TrailAI Services and does not cover third-party websites or services linked to our platform. We encourage you to review their privacy policies.

Children's Privacy

TrailAI Services are not intended for children under 18. We do not knowingly collect personal information from minors. If you believe we have collected such information, please contact us to request deletion.

Right to Lodge a Complaint with the Data Protection Authority

You have the right to lodge a complaint with the Data Protection Authority. If you believe that our processing of your personal data violates applicable data protection laws, you may file a complaint with the relevant authority:

- Website: www.dpa.gr

- Telephone: +30 210 6475600

- Fax: +30 210 6475628

- Email: contact@dpa.gr

Contact Us

For questions, requests, or complaints regarding this Privacy Policy, please contact us at:

Email: privacy@trailai.gr

