

Privacy Policy

Last Updated: January 7, 2026

1. Introduction

At **Assistio**, we value your privacy. This policy explains how we collect, use, and protect your personal information in compliance with **GDPR**, **CPRA**, and other global standards.

2. Information We Collect

- **Account Data:** Name, email address, and billing information.
- **Usage Data:** IP address, browser type, and interaction with our features.
- **Content Data:** Text or files you upload for processing by our AI.

3. How We Use Your Data

We process your data based on:

- **Contractual Necessity:** To provide the Service you signed up for.
- **Legitimate Interest:** To improve our platform and detect fraud.
- **Consent:** For marketing communications (which you can opt out of).

4. AI & Automated Decision-Making

- **AI Processing:** Assistio uses AI to process your data. **We do not use your private data to train our global models** without your explicit "Opt-In" consent.
- **Transparency:** In accordance with the **EU AI Act**, users will be notified if they are interacting with an automated system.

5. Your Rights (GDPR & CPRA)

You have the right to:

- **Access** your data.
- **Correct** inaccurate data.
- **Delete** your data ("Right to be Forgotten").
- **Opt-out** of the "sale" or "sharing" of personal information (Assistio does not sell your data).

6. Data Transfers & Security

We use industry-standard encryption (AES-256) for data at rest and TLS 1.3 for data in transit. If data is transferred outside the EEA, we use Standard Contractual Clauses (SCCs) to ensure protection.

7. Contact Us

For any privacy-related inquiries, contact our Data Protection Officer at:
[privacy@assistio.com].