

PRIVACY

Privacy Policy

How Supervisor collects, uses, protects, and shares personal information across our websites, applications, and connected services.

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01 Scope and who we are

This Privacy Policy explains how Grandpa Technologies LLC, doing business as Supervisor, collects, uses, discloses, and protects personal information when you use Supervisor websites, applications, APIs, integrations, support channels, and related services.

When an organization provides you access to a Supervisor workspace, that organization generally controls the workspace content and decides how it is used. Supervisor processes that content on the organization's behalf. For account administration, product operations, security, and our public website, Supervisor may act as the controller or business responsible for the processing.

02 Information we collect

Depending on how you use Supervisor, we may collect:

- Account and profile information, such as your name, email address, authentication identifiers, organization, role, and preferences.
 - Workspace content, including conversations, instructions, uploaded files, generated content, memories, schedules, approvals, and other information submitted to the service.
 - Connected service data that you authorize Supervisor to access, such as calendars, documents, messages, repositories, customer records, analytics, or payment information from third party tools.
 - Device and usage information, including browser and device type, IP address, app version, diagnostic events, security logs, feature usage, and approximate location derived from IP address.
 - Precise location, contacts, camera, microphone, notifications, or other device data only when you use a feature that requires it and grant the relevant device permission.
 - Communications with us, including support requests, feedback, survey responses, and records of business communications.
 - Subscription and transaction details. Payment card data is handled by our payment providers and is not stored directly by Supervisor.
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03 How we obtain information

We receive information directly from you, from your workspace administrator, automatically when you use the service, and from services you choose to connect. We may also receive business contact information from partners or public sources when permitted by law.

04 **How we use information**

We use personal information to:

- Provide, personalize, maintain, and improve Supervisor.
- Authenticate users, manage workspaces, synchronize connected tools, and complete actions requested by authorized users.
- Generate responses, summaries, widgets, memories, recommendations, and automations requested through the service.
- Detect abuse, investigate incidents, protect accounts, and maintain the reliability and security of the service.
- Provide support, communicate service notices, and respond to questions or requests.
- Analyze product performance and usage in aggregated or deidentified form.
- Comply with law, enforce agreements, and protect the rights and safety of Supervisor, our users, and others.

Where applicable law requires a legal basis, we rely on performance of a contract, legitimate interests, compliance with legal obligations, or consent. You may withdraw consent where processing is based on consent, subject to legal and operational limitations.

05 **AI and automated processing**

Supervisor uses artificial intelligence to interpret requests and produce responses or actions. Relevant workspace content may be sent to AI service providers and connected services as needed to fulfill an authorized request. Supervisor does not sell workspace content or use it for advertising.

AI output can be incomplete or incorrect. Users are responsible for reviewing output before relying on it for legal, medical, financial, employment, safety critical, or other consequential decisions. Supervisor is not designed to make decisions that produce legal or similarly significant effects without appropriate human oversight.

06 **How we disclose information**

We may disclose information to:

- Infrastructure, hosting, analytics, communications, payment, security, support, and AI providers that process information for us under contractual restrictions.
- Third party services you connect or direct Supervisor to contact.
- Your workspace owner, administrators, and other members according to workspace permissions.
- Authorities or other parties when reasonably necessary to comply with law, protect rights or safety, investigate fraud, or enforce our agreements.

- A successor or transaction participant in connection with a merger, financing, acquisition, reorganization, or sale of assets, subject to appropriate confidentiality protections.

Supervisor does not sell personal information and does not share personal information for cross context behavioral advertising.

07 Retention and deletion

We retain information for as long as needed to provide the service, meet the purposes described in this policy, comply with legal and accounting obligations, resolve disputes, and protect the service. Retention periods depend on the type of information, workspace settings, contractual commitments, and legal requirements.

When information is deleted, it may remain for a limited period in encrypted backups or security records before being removed in the ordinary course. Workspace administrators may control retention and deletion of workspace content.

08 Security

We use administrative, technical, and organizational safeguards designed to protect information against unauthorized access, loss, alteration, and disclosure. No method of transmission or storage is completely secure, so we cannot guarantee absolute security. You are responsible for protecting your credentials and promptly reporting suspected account compromise.

09 International data transfers

Supervisor and our service providers may process information in the United States and other countries. Where required, we use recognized safeguards for international transfers, such as contractual protections or adequacy mechanisms.

10 Your choices and privacy rights

Depending on where you live, you may have rights to access, correct, delete, restrict, object to processing, or receive a portable copy of personal information. You may also have the right to withdraw consent and lodge a complaint with a data protection authority.

You can manage many settings in Supervisor or contact us to make a request. We may need to verify your identity. If your account is managed by an organization, we may direct a workspace content request to that organization. You may appeal a denied request by replying to our decision.

11 **Regional disclosures**

Residents of California and certain other United States states may have rights to know, access, correct, or delete personal information and to opt out of its sale, sharing for targeted advertising, or certain profiling. Supervisor does not sell personal information or share it for cross context behavioral advertising. We will not discriminate against you for exercising an applicable privacy right.

Individuals in the European Economic Area, United Kingdom, and Switzerland may also have rights to restrict or object to processing, receive portable data, withdraw consent, and complain to their local supervisory authority. These rights are subject to exceptions and limitations under applicable law.

12 **Children**

Supervisor is a business service and is not directed to children under 13. We do not knowingly collect personal information from children under 13. If you believe a child has provided information to us, contact us so we can review and delete it where appropriate.

13 **Changes to this policy**

We may update this policy as Supervisor and applicable requirements change. We will post the updated version here and revise the date above. If a change materially affects your rights, we will provide additional notice when required.

14 **Contact us**

For privacy questions or requests, email support@trysupervisor.com.

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