

Flowis Privacy Policy

1. Introduction

This Privacy Policy describes how Flowis, located at Bottová 2/A, 811 09 Bratislava, and contactable at info@flowis.com, collects, uses, and protects the personal information of its users ("you") in connection with its Software as a Service (SaaS) application, Flowis. We are committed to protecting your privacy and complying with all applicable data privacy laws and regulations.

2. Information We Collect

We collect various types of information, categorized as follows:

- **Personal Information:** This includes information that directly or indirectly identifies you, such as your name, email address, job title, and IP address. This information is collected when you create an account or contact us for support.
- **Account Information:** Information you provide during account creation, including usernames, passwords.
- **Usage Data:** Information about your interaction with Flowis, such as login times, features used, pages visited, and data accessed. This is collected automatically via logging activities.
- **Customer Data:** Data entered into Flowis by users, which may include personal information. Flowis does *not* own this data; its handling is the sole responsibility of Flowis users. Flowis does not use this data for its own purposes. Our clients are responsible for ensuring compliance with all relevant data protection laws regarding this information.

3. How We Use Your Information

We use your information for the following purposes:

- **Providing and Maintaining the Service:** To operate Flowis, provide support, and make improvements.
- **Account Management:** To manage your account.
- **Security and Fraud Prevention:** To protect Flowis from unauthorized access, use, or disclosure.
- **Communication:** To send you important updates, announcements, and support information.
- **Improving Flowis:** To analyze usage data (anonymized where possible) and improve the functionality and user experience of Flowis.
- **Legal Compliance:** To comply with applicable laws, regulations, and legal requests.

4. Data Sharing

We may share your information with:

- **Third-Party Service Providers:** Companies that assist us with hosting (Microsoft Azure), and other services. These providers are bound by contractual obligations to protect your information.
- **Legal Authorities:** If required by law or legal process, we may disclose your information to law enforcement or other governmental agencies.

5. Data Security

We implement reasonable measures to protect your information from unauthorized access, use, or disclosure. These include:

- Data encryption, both in transit and at rest.
- Regular security audits and penetration testing.
- Robust access controls and authentication mechanisms.
- Employee training on data privacy and security best practices.

6. Data Retention

We retain your information only for as long as necessary to fulfill the purposes outlined in this policy or as required by law.

7. Your Rights

You may have certain rights regarding your personal information, depending on applicable laws (e.g., GDPR, CCPA). These may include:

- The right to access, correct, or delete your information.
- The right to object to or restrict the processing of your information.
- The right to data portability.
- The right to lodge a complaint with a supervisory authority.

8. Children's Privacy

Flowis is not intended for use by children under the age of 16. We do not knowingly collect personal information from children.

9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will post any changes on our website and may notify you by email.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at info@flowis.com.