Severon Privacy Policy

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Severon Intelligence, Inc. (“Severon,” “we,” “us,” or “our”) is an AI research and product company. This Privacy Policy explains how we collect, use, disclose, and otherwise process personal data when you visit severon5.com or use Severon applications, models, APIs, support channels, and related services (collectively, the “Services”).

This Policy also describes the privacy rights available to you and how to exercise them, which are set out in Section 14 (“Your Rights and Choices”). If you are located in the European Economic Area, the United Kingdom, Switzerland, California, or another jurisdiction with supplemental requirements, please also read Section 21 (“Regional Disclosures”).

1. Scope and Definitions

This Policy applies to information Severon controls. It does not apply to information we process solely on behalf of a business, school, or other organization under a separate customer agreement. In those cases, that organization controls the information, its agreement with Severon governs our processing, and you should direct privacy requests to that organization in the first instance.

The following defined terms are used throughout this Policy:

- **“Inputs”** means the prompts, messages, files, images, instructions, connected-service content, tool activity, and other material you submit to the Services.
- **“Outputs”** means the responses, actions, and other results the Services produce in response to your Inputs, including generated text, images, and other generated media. Depending on the permissions you grant, some Outputs may result in actions that take effect outside the Services, such as sending information to an integration you have connected.
- **“Personal data”** means information that identifies, relates to, or can reasonably be linked to an identified or identifiable individual.
- **“Services”** has the meaning given above and includes features such as Severon 5, Planner, Temporary Chat, Severon Maps, Severon Search (Helios), shared links, and Severon 5 for Education.

By using the Services, you acknowledge the practices described in this Policy. If you do not agree, do not use the Services.

2. Personal Data We Collect

We collect personal data you provide, information generated when you use the Services, and information received from service providers or integrations you choose to connect. The categories below describe the information we collect and the general circumstances in which

we collect it.

INFORMATION YOU PROVIDE

- **Account and contact information.** This may include your name, email address, telephone number, account identifier, profile details, organization, and sign-in information. We may also generate indirect identifiers associated with your account.
- **Payment and transaction information.** If you purchase a subscription, usage credits, or other paid Services, we and our payment providers may process billing contact details, transaction amount, payment status, and limited payment-method information. Severon does not need your full payment-card number in support messages.
- **Inputs and Outputs.** We process the Inputs you submit and the Outputs the Services generate in response, including conversation content, tool and integration activity, and content generated at your request. If you include personal data in your Inputs, we collect that information, and it may be reproduced in your Outputs.
- **Uploaded content.** We process files, documents, images, and other media you upload to a conversation or other feature, together with associated metadata (such as file name, file type, and size).
- **Planner content.** We process the pages, entries, structure, and other content you create in Planner, including content you choose to publish through a public Planner link.
- **Feedback and research participation.** We collect information you submit through ratings (including thumbs-up and thumbs-down signals), reports, surveys, testing programs, interviews, bug reports, and other feedback channels.
- **Support and communication information.** When you contact us or use our support tools, we collect the content of your request, contact information, and related troubleshooting details.

You are responsible for making sure you have the rights and permissions needed to provide any information, files, or third-party content included in your Inputs, and that doing so complies with any applicable terms, policies, or confidentiality obligations that apply to you.

INFORMATION COLLECTED AUTOMATICALLY

- **Device and connection information.** This may include IP address, approximate location derived from IP address (see Section 7), browser, operating system, device type, language, time zone, referring page, and network information.
- **Usage information.** We collect information about how you use the Services, including pages visited, buttons selected, feature and model usage, session activity, timestamps, and interactions with connected tools.
- **Logs, diagnostics, and safety information.** We collect service logs, error reports, request identifiers, performance data, safety signals generated by our moderation systems, enforcement records, and information needed to detect and repair problems. Where an error occurs, this may include the time of the error, the feature in use, and the state of the application at that time.

- **Advertising and interaction information.** On accounts that display advertisements, we collect information about the advertisements shown to you and your interactions with them, including impressions, clicks, campaign and advertisement identifiers, placement, and the technical information described in Section 6.
- **Cookies and similar technologies.** See Section 11.

SEVERON SEARCH

Severon Search, including Helios, can be used without signing in. When you search, we process your query, the type of search you choose (such as web, images, news, or maps), the text you type into the search box to receive autocomplete suggestions, and the device, connection, and approximate location information described above, in order to return results. Severon Search does not build a personal profile from your searches.

Some Severon Search features require a Severon Account, such as saving page snapshots or posting place reviews. When you use them, we process the content you save or post together with your account information. AI Overviews in Severon Search are generated from your query and the sources returned for it, and you can turn them off.

MEMORIES

Where the Services maintain memories associated with your account, we process that information to personalize responses. Temporary Chat may reference your memories where you enable that behavior, and you may use Temporary Chat without referencing memories, as described in Section 13.

ORGANIZATION AND EDUCATION INFORMATION

If your account is provisioned or managed by an organization, including a school using Severon 5 for Education, we process information associated with that relationship, such as the organization to which your account belongs, your role and permissions, administrative settings applied to your account, and, where the organization provides it, information used to manage the account lifecycle (such as configured graduation information). Section 12 describes Education accounts in more detail.

INFORMATION FROM OTHER SOURCES

We may receive information from identity providers, payment providers, analytics providers, customer-support platforms, fraud-prevention services, connected applications, business customers, and publicly available sources, as permitted by law. If you direct Severon to interact with an external application or service, we receive the information that service returns in response to your request, and that information becomes part of your Inputs.

SEVERON BUSINESS

When you use Severon Business to claim or manage a business, we process the business details you submit, such as the business name, category, address, phone number, website, hours, photos, and menus; your role in the organization and the people you invite; and the

information you provide to verify that you own or manage the business. Verification information may include a DNS TXT record placed on a domain you control, or documents you upload, such as a business license, utility bill, or tax registration. We use verification documents only to verify you, to prevent fraud and abuse, and to comply with law.

3. How We Use Personal Data

We use personal data to:

- Provide, maintain, personalize, and improve the Services;
- Create and administer accounts, subscriptions, usage allowances, and payments;
- Process Inputs and generate Outputs, including through the search, hosting, storage, and infrastructure providers that support the Services;
- Enable tools, integrations, connected services, and actions you request;
- Provide support and communicate about service, security, billing, and product updates;
- Measure performance, analyze feature usage, conduct research, and develop new features;
- Select, deliver, and measure advertisements on accounts that are ad-supported, as described in Section 6;
- Operate moderation and safety systems, and detect, investigate, and prevent fraud, abuse, policy violations, security incidents, and unlawful activity;
- Administer organization and Education accounts in accordance with the applicable agreement and administrative settings;
- Investigate and resolve disputes, and establish, exercise, or defend legal claims;
- Enforce our agreements and protect Severon, our users, and others; and
- Comply with legal, regulatory, tax, accounting, and governmental obligations.

Section 15 sets out the legal bases on which we rely where applicable law requires one.

4. Model Training and AI Development

This Section describes how Severon does and does not use your content in connection with its AI models. The activities described here are distinct from one another and are not interchangeable.

MODEL TRAINING

“Model training” means using content to train, fine-tune, or otherwise adjust the parameters of Severon’s generative AI models.

As of the effective date of this Policy, Severon does not use your conversations to train or fine-tune its generative AI models. Submitting thumbs-up or thumbs-down feedback does not cause the associated conversation to be used for model training. Content in Team, Enterprise,

API, and Education accounts is not currently used for model training, and Severon does not currently plan to use that content for model training. Planner content is not used for model training.

Severon is evaluating whether consumer conversations may be used for model training in the future. No such use is occurring under this Policy. If our practices change, we will revise this Policy and provide applicable notices or account controls before or at the time the change takes effect.

ACTIVITIES THAT ARE NOT MODEL TRAINING

The following activities are separate from model training, are described elsewhere in this Policy, and may involve processing of Inputs, Outputs, uploaded content, or usage signals:

- **Product improvement.** Evaluating how features perform and developing, testing, and refining the Services and their user-facing behavior.
- **Debugging.** Diagnosing, reproducing, and repairing errors, failures, and defects in the Services.
- **Safety evaluation.** Assessing the safety and quality of Service behavior and improving Severon's moderation and safety systems, as described in Section 5.
- **Fraud and abuse investigation.** Detecting and investigating suspected policy violations, abuse, fraud, and security threats, and enforcing our terms.
- **Analytics.** Measuring usage, performance, reliability, and engagement at an aggregate or de-identified level where appropriate.

Improving Severon's safety and moderation systems is not generative model training and does not cause your conversations to be used to train or fine-tune Severon's generative AI models.

THIRD-PARTY AI PROVIDERS

Severon does not send your conversations to third-party model providers. Outputs in the Services are generated by Severon's own models.

This does not affect the other external services described in this Policy. Severon uses hosting, storage, security, analytics, payment, support, and similar service providers to operate the Services, and the Services may retrieve information from search providers or transmit information to an integration or tool at your direction, as described in Sections 10 and 20.

PLAN-SPECIFIC COMMITMENTS

Different plans or customer agreements may provide different data-handling commitments. Where a customer agreement provides stricter terms, that agreement controls.

5. Safety, Moderation, and Human Access to Conversations

AUTOMATED SAFETY SYSTEMS

Severon uses automated, AI-based moderation and safety systems that scan prompts and other relevant activity. These systems may process Inputs, Outputs, uploaded content, usage signals, and related activity as necessary to identify suspected policy violations, harmful activity, abuse, fraud, and security threats.

These systems operate continuously and apply to content generated by the Services as well as content you submit. They may assign classifications or risk signals to a conversation, a piece of uploaded content, an account, or a pattern of activity across accounts. A classification is a signal, not a finding: it indicates that content or activity resembles a category of concern and may be incorrect. Signals generated in this way are recorded as part of the logs, diagnostics, and safety information described in Section 2, and are used for the safety purposes described in this Section and for improving the safety systems themselves, which, as stated in Section 4, is not generative model training.

HUMAN ACCESS

Only authorized Severon personnel may access the content of conversations, and only for limited purposes, including to:

- respond to a support request;
- investigate a safety issue;
- investigate suspected abuse or fraud;
- diagnose or investigate a bug;
- review reported content or messages; or
- otherwise protect the security or integrity of the Services, where permitted by law.

Conversations flagged by our automated safety systems may be reviewed by authorized Severon personnel. Contractors and outside reviewers do not have ordinary human access to Severon conversations under normal circumstances.

This limitation concerns human review of conversation content. It does not mean that no third party ever processes data on our behalf: as described in Section 10, service providers such as hosting, storage, and security providers process data as part of the infrastructure that operates the Services, under contractual obligations and without ordinary human access to conversation content for their own purposes.

REPORTS AND FEEDBACK

Severon does not currently provide a general “report response” feature inside ordinary private conversations. You may report content contained in a publicly shared conversation link, including a conversation shared by another person. When you submit a report, we process the reported content and the information you provide in order to review it and take any appropriate action.

Thumbs-up and thumbs-down feedback helps us evaluate quality and improve the Services. As stated in Section 4, submitting that feedback does not make the associated conversation eligible for model training.

ENFORCEMENT

Where we identify a violation, we may take action consistent with our terms, including issuing a warning, limiting or removing features, restricting or removing content, suspending access, or terminating an account.

Enforcement action may be taken automatically. An automated safety flag can result in suspension or termination of an account without prior human review. Where that occurs, and where applicable law provides for it, you may request human review of the decision as described in Section 16.

An account that is permanently banned may lose access to data-export functionality, generally after approximately 30 days. Loss of export access does not by itself delete the information associated with the account; retention in those circumstances is governed by Section 13.

6. Advertising and Your Privacy

ACCOUNTS THAT MAY DISPLAY ADVERTISEMENTS

Severon currently displays advertisements on Free, Mi, and Education accounts. Pro, Max, Team, and Enterprise accounts are not currently ad-supported unless another applicable product notice states otherwise, and Team and Enterprise accounts are not shown advertisements under the current advertising system. For additional details about the Mi plan, see Severon support article 26003, “Mi Plan,” at https://severon5.com/support/en/articles/26003-mi-plan.

EDUCATION ACCOUNTS

Education accounts may receive advertisements. Education accounts may be held by users under 18, subject to the eligibility rules described in Section 12. Sensitive information about minors is not used to target advertisements, and neither a user’s status as a minor nor information revealing that a user is a minor is used as an advertising targeting signal. Education users may still receive contextually relevant advertisements selected using other permitted, non-sensitive signals.

SIGNALS USED TO SELECT ADVERTISEMENTS

Subject to the restrictions in this Section, Severon may use the following information to select advertisements:

- the topic or context of the current conversation;
- signals derived algorithmically from previous conversations;
- interests inferred from conversation history;

- country;
- approximate or general location;
- languages spoken or used with the Services; and
- estimated age, where permitted. Severon may use estimated age as an advertising signal for eligible adult users.

These signals are derived by automated systems. An advertiser, or the company whose advertisement is displayed, does not receive the conversation from which a signal was derived.

SENSITIVE INFORMATION NOT USED FOR AD TARGETING

Severon does not target advertisements based on sensitive categories, including medical or health information, mental-health information, race or ethnicity, religion, political views or political affiliation, sexual orientation, disability, precise location, financial hardship, and information about minors. Where applicable law defines “sensitive personal data,” “sensitive personal information,” or a comparable term more broadly, we apply the definition required by that law.

INFORMATION ADVERTISERS RECEIVE

Advertisers may receive campaign-performance information, including impressions, clicks, campaign identifiers, country, placement, and general or approximate location. General location may include an approximate city, region or state, and country derived from an IP address.

Advertisers do not receive conversation text, prompts, your email address, your name, Severon account identifiers, or your IP address. Severon processes IP addresses internally to estimate a general location; the resulting general location may be provided to an advertiser for campaign reporting, but the IP address itself is not.

ADVERTISING CLICK MEASUREMENT

Severon operates a first-party advertising redirect and measurement service using the s5x Severon service. When you interact with an advertisement, Severon may process or record technical and campaign information, including IP address, timestamp, advertising identifier, advertiser name, campaign identifier, unique click identifier, destination domain, placement (such as chat), redirect token, a source value indicating Severon’s redirect service, server-side event status, and technical analytics library and version information.

Severon may use the IP address processed through this service to derive an approximate or general location, such as city, region or state, and country. Advertisers do not receive the raw IP address.

This information is used to record that a click occurred, to attribute it to the correct advertisement and campaign, to detect invalid or fraudulent click activity, and to report aggregate campaign performance to advertisers. Retention periods for these records are set

out in Section 13.

INDEPENDENCE OF OUTPUTS AND ADVERTISING

Advertisements do not influence Severon 5's responses. Advertising selection and placement and the generation of Outputs are operated as separate systems, and an advertiser cannot pay to alter, promote, or suppress the substance of a response.

ADVERTISING IN SEVERON SEARCH

Advertisements in Severon Search are contextual. They are selected based on the search query you enter and are not selected using a personal profile, your search history, or your Severon conversations. The conversation-based signals listed above do not apply to advertisements in Severon Search. Each advertisement carries an "Ad" label that links to information about Severon ads.

7. Location Information

Severon may infer an approximate or general location from your IP address, which may include an approximate city, region or state, and country. Severon does not request precise device or GPS location. Location inferred from an IP address is approximate and is not a precise physical location.

We use approximate location to localize the Services, apply regional legal requirements, detect and investigate fraud and security issues, and, on ad-supported accounts, to select and report on advertisements as described in Section 6.

SEVERON MAPS

Severon Maps does not receive your physical location. If you ask Severon to find or display a place, the map feature may process information associated with the place you requested. Using Severon Maps does not, by itself, transmit your physical location to the map feature.

SEVERON SEARCH

Severon Search may use the approximate location derived from your IP address to localize results, such as nearby places, maps, and local information. As described above, this location is approximate and is not your precise physical location.

8. Shared and Public Content

The Services include features that let you make content accessible to others, including shared conversation links, public Planner links, publicly shared generated content, and Severon-generated images and other generated media that you choose to share. You control whether to create and distribute a shared link or shared content.

Severon does not intend shared or public links to be indexed by search engines. We cannot, however, guarantee that content will remain unindexed or private once you distribute the link or the content outside the Services.

If you post or distribute a shared link or shared content through channels such as public forums, social-media platforms, public websites or blogs, community boards, group chats or messaging services, online profiles, public documents, or other third-party services, other people or services may copy, repost, cache, archive, index, screenshot, download, or otherwise retain that content. Deleting or disabling the Severon link may not remove copies that third parties have already obtained.

Before sharing, consider whether the content includes personal data about you or about others, and whether you have the rights and permissions needed to share it.

REVIEWS IN SEVERON SEARCH

If you post a review of a place in Severon Search, the review is public. Other users can see your star rating, review text, any photos you add, and your name, shown as your first name and last initial. Photos are checked by automated safety systems before they are displayed, and other users can report a review.

BUSINESS DETAILS IN SEVERON BUSINESS

Business details you publish through Severon Business, such as a business name, address, phone number, hours, and photos, are public and can be seen by anyone who uses Severon Maps or Severon Search. Replies you post to reviews are also public. Verification documents are never published.

9. Personal Data About Others

If your Inputs include personal data about another person, that information is processed as part of your Inputs and Outputs under this Policy. You are responsible for having a lawful basis to provide that information to us. If you believe your personal data has been included in another person's Inputs or in publicly shared content, you may contact us at **privacy@severon5.com**, and we will assess the request under applicable law.

10. How We Disclose Personal Data

We may disclose personal data to the following categories of recipients:

- **Service providers.** Providers that support hosting, storage, databases, authentication, payments, email, analytics, customer support, search, security, advertising measurement, and other business operations. These providers process personal data on our behalf and under contractual obligations.
- **Third-party services you choose.** If you connect or instruct Severon to interact with an external application, Severon may send Inputs, Outputs, instructions, or account information to that service to complete your request. The external service receives that information directly and processes it under its own terms and privacy policy. Some integrations may retain access until you disable the feature or disconnect the integration.

- **Advertisers.** Advertisers receive the campaign-performance information described in Section 6 and do not receive conversation content, prompts, your name, your email address, Severon account identifiers, or your IP address.
- **Your organization.** If your account is managed by a school, employer, or other organization, its administrators may control the account and access information associated with the organizational workspace, subject to the applicable agreement. For Education accounts, see Section 12.
- **Professional advisers and business partners.** We may disclose information to auditors, insurers, lawyers, financial advisers, and partners where reasonably necessary.
- **Legal and safety recipients.** We may disclose information to government authorities, law enforcement, regulators, courts, or other parties where we have a good-faith belief that disclosure is required by applicable law or legal process, or is reasonably necessary to prevent serious harm to any person, to detect or address fraud or unlawful activity, or to enforce our terms and protect the rights, property, security, or safety of Severon, our users, or others.
- **Corporate transactions.** Information may be disclosed or transferred in connection with a merger, financing, acquisition, reorganization, bankruptcy, or sale of assets.
- **Research and reporting.** We may publish aggregated, de-identified, or anonymized findings, including analyses of how the Services are used and safety research. See Section 17.
- **At your direction.** We disclose information when you ask us to, authorize an integration, or otherwise give consent.

THIRD-PARTY PROVIDERS

For additional information about the providers Severon engages to help operate the Services and process personal data, see Severon support article 26006, “Third-Party Providers,” at https://severon5.com/support/en/articles/26006-third-party-providers. That list is maintained outside this Policy and is subject to change at any time without notice. We encourage you to check it if you want current information about the providers we use.

SALE, SHARING, AND TARGETED ADVERTISING

Severon does not sell personal data for money. Severon uses personal data internally to select and measure advertisements on ad-supported accounts as described in Section 6, and provides advertisers with campaign-performance information that does not include conversation content, prompts, account identifiers, name, email address, or IP address.

Whether specific elements of that advertising activity constitute a “sale,” “sharing,” “targeted advertising,” or “cross-context behavioral advertising” depends on the applicable law and the facts of the particular data flow. Where applicable law treats any of this activity as such, we provide the notices and choices that the law requires, including any required opt-out mechanism, and we honor opt-out preference signals to the extent required. You may contact us using the details in Section 23 to exercise applicable advertising choices.

11. Cookies and Similar Technologies

We and our service providers use cookies, local storage, scripts, pixels, and similar technologies to keep you signed in, remember preferences, provide security and fraud prevention, understand product usage, operate support tools, and, on ad-supported accounts, deliver and measure advertisements.

Most browsers let you block or delete cookies through their settings. Blocking some cookies may affect the availability or functionality of parts of the Services, including sign-in and security features. Where applicable law requires consent for non-essential cookies or similar technologies, we obtain that consent and provide a means to withdraw it.

12. Severon 5 for Education, Age Eligibility, and Minors

GENERAL SEVERON ACCOUNTS

Ordinary Severon accounts are intended for users age 18 or older. The Services outside of Severon 5 for Education are not directed to individuals under 18, and we do not knowingly permit them to create ordinary consumer accounts. If we learn that an ordinary consumer account is held by a user under 18, we may suspend or remove the account.

SEVERON 5 FOR EDUCATION

Eligible Education accounts may be used by students age 13 or older, including users under 18, subject to applicable school, organizational, parental or guardian, and legal requirements. For additional information, see Severon support article 10050, "About Severon 5 for Education," at https://severon5.com/support/en/articles/10050-about-severon-5-for-education.

SCHOOL ADMINISTRATOR ACCESS AND CONTROL

Education accounts operate differently from ordinary personal accounts. For Education accounts, authorized school administrators may access students' conversations. The school or Education organization controls deletion in accordance with the applicable Education account controls and policies. Organizational roles, school policies, permissions, and administrative controls apply to the account and may limit or modify the settings and controls otherwise available to an individual user.

LEAVING A SCHOOL

If a student transfers to another school, an administrator may remove the student's access to the current Education organization. When a student graduates, Severon may automatically remove the student from the Education organization according to the school's configured graduation information, where that information is available.

After removal, the student has 30 days to transfer the account to another eligible email address before remaining account data is deleted.

INFORMATION THAT MAY TRANSFER

The transfer process determines which categories of account information are eligible to move to the destination account. School-managed roles, organization permissions, school policies, administrative access, and school-only settings do not transfer into a personal account. Conversation history, Planner information, memories, files, profile information, and other account content transfer only where the transfer process identifies that category as eligible. Content that is not eligible for transfer is deleted at the end of the transition period.

DELETION REQUESTS

If we learn that we collected personal data from a child in violation of applicable law, we will take reasonable steps to delete it. A parent or legal guardian may contact us at **privacy@severon5.com**.

13. Data Retention and Deletion

We retain personal data only for as long as reasonably necessary for the purposes described in this Policy, including to provide the Services, maintain security, comply with law, resolve disputes, and enforce agreements. Retention periods vary based on the type of information, account settings, plan, contractual requirements, and legal obligations. The rules below apply to specific categories of content.

CONVERSATIONS

Ordinary conversations are retained until you delete them, delete your account, or another applicable account or safety rule requires different handling. There is not currently a routine automatic expiration period for ordinary conversation history. When you delete a conversation, it is generally removed from your account immediately or near-immediately. Removal from your account may occur before the information is removed from backups, logs, safety systems, and systems used to meet legal obligations.

TEMPORARY CHAT

Temporary Chat conversations are not preserved as ordinary persistent conversation history. They are retained for no longer than 14 days for safety purposes, which means a temporary copy exists during that period even though the conversation does not appear in your ordinary chat history. Temporary Chats may reference your memories where you enable that behavior, and you may use Temporary Chat without referencing memories.

PLANNER

Deleted Planner content can be recovered for up to 30 days. At the end of that recovery period, the deleted Planner content is permanently deleted, subject to legally required or applicable security exceptions. This recovery period applies to Planner content that has been deleted; Planner content that has not been deleted is retained in accordance with the general standard described above.

UPLOADED FILES AND MEDIA

Files uploaded to a conversation are generally retained while the associated conversation remains. When the associated conversation is deleted, the associated files are deleted through the applicable deletion process. Files may be preserved where reasonably necessary for a safety, abuse, fraud, security, legal, or similar investigation.

ADVERTISING AND CLICK MEASUREMENT RECORDS

Records generated by the advertising and click-measurement service described in Section 6 are retained as follows:

- **Raw click events:** retained for 90 days.
- **Raw IP addresses associated with a click:** retained for between 7 and 30 days, after which the IP address is deleted or truncated.
- **Click records related to suspected fraud or abuse:** retained for up to 12 months where genuinely necessary for that investigation.
- **Aggregated campaign statistics:** retained for 24 months, and potentially longer where the statistics no longer identify individual users.
- **Advertising-personalization data cleared by a user:** removed within 30 days of the request.

Where a click record is retained beyond the period for the raw IP address, the record is retained in a form from which the raw IP address has been deleted or truncated.

SEVERON SEARCH

Search queries and the related technical logs are retained for no longer than [SEARCH LOG RETENTION PERIOD]. Searches made while signed out are not associated with a Severon Account. Saved snapshots and place reviews are retained until you delete them or delete your account, subject to the exceptions described in this Section.

SAFETY, ABUSE, AND INVESTIGATION RECORDS

Information generated or preserved in connection with a safety, abuse, fraud, or security investigation, including flagged content and enforcement records, may be retained separately from ordinary conversation history where reasonably necessary for investigation, enforcement, security, legal compliance, or improvement of Severon’s safety systems.

ACCOUNT DELETION

When you delete your account, we handle the associated information in accordance with our applicable account-deletion process, subject to the exceptions described in this Section. An account that is permanently banned may lose access to data-export functionality, generally after approximately 30 days; this does not by itself result in deletion of all information associated with the account.

EDUCATION TRANSITION

Where a student is removed from an Education organization, the 30-day account-transfer period described in Section 12 applies before remaining account data is deleted.

LEGALLY REQUIRED RETENTION

We may retain information for longer where permitted or required by law, including for tax, accounting, fraud prevention, dispute resolution, security, and compliance purposes. When personal data is no longer required, we and our service providers delete, destroy, or de-identify it as permitted or required by applicable law.

14. Your Rights and Choices

Depending on where you live and the laws that apply to you, you may have the following rights in relation to your personal data. These rights are not absolute, and we may decline a request where we have a lawful basis to do so.

- **Right to know.** To know what categories of personal data we process, the sources of that data, the purposes for processing, and the categories of recipients to whom we disclose it.
- **Access and portability.** To request a copy of the personal data we hold about you and, where applicable, to receive it in a portable format.
- **Deletion.** To request deletion of personal data, subject to the exceptions described in Section 13.
- **Correction.** To request correction of inaccurate personal data. We cannot guarantee the factual accuracy of Outputs; where an Output contains inaccurate personal data about you, we will make reasonable efforts to address it, although the technical characteristics of large language models mean this is not always possible.
- **Objection and restriction.** To object to, or request restriction of, certain processing, including processing based on legitimate interests.
- **Withdrawal of consent.** Where processing is based on consent, to withdraw that consent. Withdrawal does not affect the lawfulness of processing carried out before withdrawal.
- **Appeal.** Where applicable law provides it, to appeal a decision declining your request.
- **Advertising choices.** To exercise applicable choices regarding advertising, as described in Section 10.

Where supported by the product, you can also exercise choices directly in the Services, including:

- deleting individual conversations;
- deleting your account;
- exporting a copy of supported account information;
- using Temporary Chat, and choosing whether a Temporary Chat references your memories;

- applicable advertising privacy choices; and
- applicable Education account controls, where your account is managed by a school or organization.

The controls available to you depend on your plan, your account type, and, for organization-managed accounts, the settings your administrator has applied. Where an organization controls your account, we may direct your request to that organization.

You may submit a privacy request by emailing **privacy@severon5.com**. We may need to verify your identity before completing a request, and we may request information sufficient to confirm it. Authorized agents may be required to provide proof of authority. We will respond within the period required by the law that applies to you.

We may retain or continue processing information where permitted or required by law, including for security, fraud prevention, legal claims, and regulatory obligations. We will not discriminate against you for exercising applicable privacy rights.

15. Legal Bases for Processing

Where applicable law requires a legal basis, we process personal data based on one or more of the following:

- **Contract:** to create and administer your account, provide the Services you request, process Inputs and generate Outputs, deliver features and integrations you use, process payments, and administer Education and other organization accounts under the applicable agreement;
- **Legitimate interests:** to secure and maintain the Services, operate moderation and safety systems, investigate abuse and fraud, debug and improve the Services, conduct analytics and research, derive approximate location from IP address for localization, security, and general-location purposes, and, where permitted, select and measure advertising, provided those interests are not overridden by your rights and freedoms;
- **Consent:** where we ask for and you provide consent, including where applicable law requires consent for certain advertising, cookies or similar technologies, or particular categories of data, which you may withdraw as allowed by law;
- **Legal obligation:** to comply with applicable law, lawful requests, and tax, accounting, and record-keeping requirements; and
- **Vital interests or public interest:** where processing is necessary to protect the life or safety of an individual, or as otherwise permitted by applicable law.

The applicable basis depends on the processing activity and the law that applies to you. Where applicable law requires a different or additional basis for a particular activity, including advertising or the processing of information relating to minors, we rely on the basis that law requires.

16. Automated Processing

Parts of the Services operate automatically, without a person reviewing each individual case. This includes the generation of Outputs, moderation and safety classification, fraud and abuse detection, the derivation of advertising signals, and the selection of advertisements on ad-supported accounts.

Automated safety systems can restrict content, suspend an account, or terminate an account without prior human review. Material flagged by those systems may also be reviewed by authorized Severon personnel, as described in Section 5, but such review is not a precondition of enforcement.

Where applicable law gives you rights in relation to decisions based solely on automated processing that produce legal effects concerning you or similarly significantly affect you, those rights apply to enforcement decisions of this kind. You may contact us at **privacy@severon5.com** to obtain information about the decision, to express your point of view, to contest the decision, and to request human review by a person with authority to change the outcome. We will handle the request within the period required by the law that applies to you.

The advertising signals described in Section 6 are derived by automated systems and are used to select which advertisement is displayed. They are not used to make decisions about your access to the Services, your account status, or the substance of Outputs.

17. Aggregated and De-Identified Information

We apply aggregation and de-identification techniques where appropriate as part of our data-minimization practices. For example, we may analyze usage in aggregate to measure performance and reliability, or to understand how features are adopted, in a form that does not identify individual users.

Where information has been properly de-identified or aggregated, we maintain and use it in that form and do not attempt to re-identify it, except as permitted by law for security, enforcement, or validation purposes.

18. Security

We use administrative, technical, and organizational safeguards designed to protect personal data from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

You are responsible for protecting your account, devices, sign-in links, and API credentials. Never place secret API keys in public HTML or browser-side code. If you believe your account or credentials have been compromised, rotate affected credentials and contact Support promptly.

19. International Data Transfers

Severon and its service providers may process personal data in the United States and other countries where privacy laws may differ from those in your location. Where required, we use recognized safeguards for international transfers, such as an adequacy decision, standard contractual clauses or their approved equivalents, or another mechanism permitted by applicable law. Where we rely on a derogation permitted by applicable law, we do so only in the circumstances that law allows.

If you have questions about international transfers or the safeguards we apply, contact us at **privacy@severon5.com**.

20. Third-Party Services and Links

The Services may contain links to, retrieve information from, or take actions through third-party websites and services. Severon does not control those third parties and is not responsible for their privacy practices. Review their policies before connecting an account or directing Severon to send information to them. Linking to or supporting an integration with a third-party service does not mean we endorse it or speak for that third party.

Service providers that operate infrastructure on our behalf are described in Section 10 and in Severon support article 26006, “Third-Party Providers,” at https://severon5.com/support/en/articles/26006-third-party-providers. They are distinct from integrations and external services that you choose to connect or instruct Severon to use.

21. Regional Disclosures

EUROPEAN ECONOMIC AREA, UNITED KINGDOM, AND SWITZERLAND

Severon Intelligence, Inc. is the controller of the personal data described in this Policy, except where we act as a processor for an organization under a separate agreement. The legal bases on which we rely are set out in Section 15, and the transfer mechanisms we use are described in Section 19. In addition to the rights listed in Section 14, you have the right to lodge a complaint with the supervisory authority in the country in which you live or work.

CALIFORNIA AND OTHER U.S. STATES

The categories of personal data we collect, the sources of that data, the purposes for which we use it, and the categories of recipients to whom we disclose it are described in Sections 2, 3, and 10. Section 13 describes our retention practices. Section 10 describes our position on “sale,” “sharing,” “targeted advertising,” and “cross-context behavioral advertising,” and the choices available to you. You may exercise applicable rights, including the right to opt out where the law provides one, by contacting us at **privacy@severon5.com**. We honor opt-out preference signals to the extent required by applicable law, and we will not discriminate against you for exercising your rights.

OTHER JURISDICTIONS

Where the law of your jurisdiction grants rights or requires disclosures beyond those described in this Policy, we comply with that law, and its requirements prevail over any inconsistent provision of this Policy in relation to you.

22. Changes to This Policy

We may update this Privacy Policy as our Services and legal obligations change. We will post the updated Policy and revise the effective date shown above. If changes are material, we may provide additional notice through the Services or by email where required. Where a change affects how content may be used for model training, we will provide applicable notices or account controls before or at the time the change takes effect.

Previous versions of this Policy are available using the “Previous Version” link at the top of this page.

23. Contact Us

For privacy questions or requests, contact:

Severon Intelligence, Inc.
Privacy Team
Email: privacy@severon5.com

If applicable, you may also have the right to contact your local data-protection authority.