

Privacy Policy and Data Protection

Effective Date: January 24, 2025

Version: 1.0

1. Introduction

Welcome to Eiffels AI, a product developed by Insynergi Oy. We value your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our services, including our plugin for WhatsApp and other messaging platforms, website (<https://eiffels.ai>), and associated applications and integrations (collectively, the "Services").

If you have any questions or concerns, please contact us at Eiffels AI (Insynergi Oy):

- Address: Lapinlahdenkatu 16, 00180 Helsinki, Finland
- Website: <https://eiffels.ai>
- Email: support@eiffels.ai
- Phone: +358 40 7371010

2. Information We Collect

We collect information to enable our AI technology to provide personalized, accurate, and efficient results tailored to user requests. Our systems process user inputs to generate responses, identify patterns, and improve service quality. This includes analyzing data provided through Meta's WhatsApp Cloud API, partner APIs, and other integrations to streamline operations and deliver seamless user experiences.

2.1 Information You Provide to Us

We collect information that you voluntarily provide when you:

- Sign up for an account or subscribe to our Services.
- Communicate with us via email, WhatsApp, Telegram, or other platforms.
- Submit forms or interact with support and feedback features.

This information may include:

- **Contact Information:** Name, email address, phone number.
- **Business Information:** Company name, industry, and any other relevant business details.
- **Payment Information:** Billing details and transaction history.

2.2 Information Collected Automatically

When you use our Services, we may automatically collect:

- **API Data:** Partner client ID and token.
- **Meta's WhatsApp Data:** Data available through WhatsApp Cloud API, including phone numbers, user data, and group chat interactions.
- **Usage Data:** Information about your interactions with our Services, including time stamps, pages visited, and features used.
- **Device Information:** IP address, browser type, operating system, and device identifiers.
- **Cookies and Tracking Technologies:** We use cookies, web beacons, and similar technologies to enhance your experience and collect analytics.

2.3 Other Data Sources

We may also collect:

- Invoice data (e.g., address, Company ID).
- Emails and location data.
- Browsing habits and payment information.

By adding Eiffels AI to your WhatsApp groups, you give us full access to all data in those groups, which we collect to improve your experience and enhance the quality of AI-generated results. We may also collect:

- Invoice data (e.g., address, Company ID).
- Emails and location data.
- Browsing habits and payment information.

3. How We Use Your Information

We use the collected data to:

- **Provide AI-Generated Results:** Deliver accurate and efficient results based on user requests. Note that we are not responsible for the content generated by AI; the responsibility for its use rests with the users. Any misuse of AI-generated content is the sole responsibility of the user.
- **Improve Product Quality:** Refine AI responses and enhance user experience.
- **Streamline Operations:** Autofill information for convenience and reduce repetitive tasks.
- **Conduct Marketing and Analytics:** Gain insights to enhance product offerings and target communications effectively.
- **Offer Support:** Address customer inquiries and technical issues.
- **Integrate with Systems:** Connect to existing systems (e.g., ERP) using API and RPA technologies to improve user convenience. These technologies securely interact with

backend systems by leveraging encrypted data transmission and strict access controls, ensuring compliance with industry security standards. Users provide access to these systems at their own responsibility, acknowledging the importance of maintaining appropriate permissions and safeguards.

- **AI Marketplace:** Our AI Marketplace allows users to find and supply services, jobs, and items. Eiffels AI is not responsible for the accuracy, legality, or truthfulness of user-generated content or information shared on the Marketplace. Users bear full responsibility for their content and any transactions conducted.
- **Data Collection from Public Sources:** To enhance user listings and improve Marketplace efficiency, Eiffels AI may collect publicly available data using RPA technology. This data is only published on the Marketplace with user permission and after acceptance of our Terms of Use.
- **Risk Mitigation:** By using our Services, users agree that Eiffels AI and Insynergi Oy shall not be held liable for any indirect, incidental, or consequential damages arising from the use of the Services, including AI-generated content or data inaccuracies. We use the collected data to:
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 - **Streamline Operations:** Autofill information for convenience and reduce repetitive tasks.
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4. User Rights and Consent

By using our Services, you agree to this Privacy Policy, Terms of Use, and applicable Data Protection and GDPR policies. You have the right to:

- Access, correct, or delete your data.
- Object to specific data processing activities.
- Withdraw your consent at any time.

To exercise your rights, contact us at support@eiffels.ai.

5. Data Sharing and Third Parties

We share your data with:

- **Meta (WhatsApp):** When using WhatsApp Cloud API to provide seamless messaging services.
- **Microsoft Azure:** For secure data storage and processing, leveraging industry-standard encryption protocols and compliance frameworks.

- **OpenAI:** To process input data and generate AI-driven results using advanced AI models, ensuring the confidentiality and security of user information.

These third parties implement robust security measures to protect your data, including advanced encryption, regular audits, and strict access controls. However, Eiffels AI and Insynergi Oy cannot be held liable for any data breaches or misuse by these third parties. Users acknowledge that the use of third-party services involves inherent risks.

We share your data with:

- **Meta (WhatsApp):** When using WhatsApp Cloud API to provide seamless messaging services.
- **Microsoft Azure:** For secure data storage and processing, leveraging industry-standard encryption protocols and compliance frameworks.
- **OpenAI:** To process input data and generate AI-driven results using advanced AI models, ensuring the confidentiality and security of user information.

These third parties implement robust security measures to protect your data, including advanced encryption, regular audits, and strict access controls. They are also responsible for complying with applicable data protection laws and industry standards to ensure the safety of the information they handle. We share your data with:

- **Meta (WhatsApp):** When using WhatsApp Cloud API.
- **Microsoft Azure:** For data storage and processing.
- **OpenAI:** To process input data and provide AI-generated results.

These third parties are responsible for protecting the data they handle.

6. Data Security

We employ advanced measures to protect your data:

- **Encryption:** We utilize AES-256 encryption for data at rest and TLS 1.2/1.3 for data in transit to ensure robust protection.
- **Access Controls:** Restricting access to authorized personnel through role-based access controls (RBAC) and multi-factor authentication (MFA).
- **Audits:** Conducting regular internal and external security audits, including penetration testing and compliance reviews, to ensure adherence to industry standards and best practices.

7. Data Protection Officer

Our Data Protection Officer (DPO) oversees data security and privacy practices. Contact:

- **Name:** Dmitry Ivanov
- **Email:** dmitrii@eiffels.ai
- **Phone:** +358 45 78340710

8. International Data Transfers

Your information may be transferred to and maintained on servers located outside your country. We ensure that such transfers comply with applicable laws, including the use of Standard Contractual Clauses (SCCs) where necessary, and maintain data security through robust measures such as encryption and strict access controls.

9. Legal Basis for Processing (GDPR Compliance)

We process personal data based on:

- Your consent.
- Performance of a contract.
- Compliance with legal obligations.
- Legitimate interests.

10. Children's Privacy

Our Services are not intended for individuals under 16 years of age. We do not knowingly collect personal data from children under 16. If we become aware of such collection, we will delete the data promptly.

11. Updates to This Privacy Policy

We may update this Privacy Policy periodically. Any significant changes will be communicated to users through WhatsApp, email, or other applicable channels. Continued use of our Services after updates constitutes acceptance. Users have the responsibility to review the Privacy Policy regularly. Eiffels AI and Insynergi Oy reserve the right to make changes to this policy to comply with legal requirements or to reflect new business practices without prior user consent. We may update this Privacy Policy periodically. Changes will be communicated via WhatsApp, email, or other channels. Continued use of our Services after updates constitutes acceptance.

12. Target Audience

Our primary audience includes large and mid-sized construction companies in Finland and light entrepreneurs in related sectors.

13. Contact Us

If you have any questions about this Privacy Policy, please contact us:

Eiffels AI (Insynergi Oy)

Address: Lapinlahdenkatu 16, 00180 Helsinki, Finland

Website: <https://eiffels.ai>

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Phone: +358 40 7371010

By using Eiffels AI, you acknowledge that you have read, understood, and agree to this Privacy Policy.

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Your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your information when you use the Eiffels AI Marketplace.

1. Information We Collect

- **User-Provided Data:** Data you submit directly (e.g., listings, contact details).
 - **Publicly Available Data:** Information collected via RPA technology with your consent.
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2. How We Use Your Information

- To publish and promote your listings.
 - To enhance user experience on WhatsApp and our website.
 - To comply with legal requirements.
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3. Sharing of Information

- Listings may be visible to other users on WhatsApp and our website.
 - We do not sell your personal data to third parties.
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4. Data Protection

- We implement industry-standard measures to secure your data.
 - We comply with GDPR regulations to ensure your rights are protected.
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5. Your Rights

Under GDPR, you have the right to:

- Access, modify, or delete your personal data.
 - Withdraw consent at any time.
 - File a complaint with a data protection authority if your rights are violated.
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6. Data Retention

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

7. Contact Us

If you have questions or concerns about your data, contact us at:

Email: support@eiffels.ai

Phone: +358 40 7371010

GDPR Compliance Statement

We, Insynergi Oy, are committed to protecting your personal data in accordance with the General Data Protection Regulation (GDPR). By using the Eiffels AI Marketplace, you agree to the following:

- We will only process your personal data with your explicit consent.

- **Your data will not be used for purposes beyond those stated in our Terms of Use and Privacy Policy.**
- **You may exercise your rights to data access, correction, and deletion as outlined in this policy.**
- **We have implemented technical and organizational measures to secure your data.**

If you believe your GDPR rights have been violated, please contact us at support@eiffels.ai or file a complaint with the Finnish Data Protection Authority.

By using the Eiffels AI Marketplace, you agree to these Terms of Use, Privacy Policy, and GDPR compliance requirements.

Insynergi Oy

Business ID: 3141141-9

Address: Lapinlahdenkatu 16, 00180 Helsinki, Finland