

# Privacy Policy

Sentie Technologies Inc.

**Effective Date:** 1 April 2026

**Last Updated:** 1 April 2026

## 1. Introduction

Sentie Technologies Inc. ("Sentie", "we", "our", or "us") operates a workflow automation software-as-a-service platform (the "Service") available at our website and related applications. We are committed to protecting the privacy of the individuals and organizations who use our Service.

This Privacy Policy explains what personal information we collect, how we use it, who we share it with, and the rights you have over your information. It applies to all users of the Service worldwide.

By creating an account or using the Service, you agree to the practices described in this Privacy Policy. If you do not agree, please do not use the Service.

## 2. Scope of this Policy

This Policy applies to personal information we collect:

- When you visit our website or create an account on the Service.
- When you use the Service to build, run, or manage workflows.
- When you communicate with us by email or other channels.

This Policy does not apply to third-party websites, applications, or services that you may integrate with the Service. Those services are governed by their own privacy policies, and we encourage you to review them.

## 3. Information We Collect

### 3.1 Information you provide directly

When you sign up for and use the Service, we collect:

- **Account information:** your name, email address, password (stored in hashed form), and organization name.
- **Profile information:** optional details you choose to add, such as profile picture, job title, or timezone.

- **Workflow content:** the workflows, configurations, integrations, and data you create, upload, or process through the Service. We treat this content as confidential and process it only to provide the Service to you.
- **Communications:** the contents of any messages you send us, including support requests and feedback.

### 3.2 Information collected automatically

When you use the Service, we automatically collect:

- **Usage data:** pages visited, features used, actions taken, timestamps, and session duration.
- **Device and technical data:** IP address, browser type and version, operating system, device identifiers, and referring URLs.
- **Log data:** server logs that record events and errors related to your use of the Service.
- **Cookies and similar technologies:** see Section 7 below for details.

### 3.3 Information from third parties

If you sign in using a third-party authentication provider (for example, Google or Microsoft single sign-on), we receive basic profile information from that provider, such as your name and email address, in accordance with the permissions you grant.

## 4. How We Use Your Information

We use the information described above to:

- Provide, operate, and maintain the Service, including authenticating your account.
- Process and execute the workflows you create.
- Communicate with you about your account, security, billing (if applicable), and service updates.
- Respond to your support requests and inquiries.
- Monitor, debug, and improve the Service, including diagnosing technical issues and analyzing usage patterns.
- Detect, prevent, and investigate fraud, abuse, security incidents, and violations of our Terms of Service.
- Comply with our legal obligations and enforce our agreements.

We do not sell your personal information, and we do not use your workflow content to train artificial intelligence or machine learning models for purposes unrelated to providing the Service to you.

## 5. Legal Bases for Processing

If you are located in the European Economic Area, the United Kingdom, or another jurisdiction with similar data protection laws, we rely on the following legal bases to process your personal information:

- **Performance of a contract:** to provide the Service you have requested and fulfil our obligations under our Terms of Service.
- **Legitimate interests:** to operate, secure, and improve the Service, communicate with users, and protect our rights, provided these interests are not overridden by your rights.
- **Consent:** where required, for example for certain analytics cookies or marketing communications. You may withdraw consent at any time.
- **Legal obligation:** to comply with applicable laws and respond to lawful requests from public authorities.

## 6. How We Share Your Information

We share personal information only in the limited circumstances described below.

### 6.1 Service providers

We use third-party service providers to help us operate the Service, including cloud hosting, database management, email delivery, customer support tools, and analytics. These providers process personal information on our behalf under written agreements that require them to protect the information and use it only for the purposes we authorize.

### 6.2 Analytics

We use Google Analytics to understand how the Service is used. Google Analytics collects information such as IP address, device and browser data, and pages visited. We have configured Google Analytics to anonymize IP addresses where supported. For more information, see Google's Privacy Policy and the Google Analytics opt-out browser add-on at <https://tools.google.com/dlpage/gaoptout>.

### 6.3 Legal and safety

We may disclose personal information when we believe in good faith that disclosure is necessary to: (a) comply with applicable law, regulation, legal process, or governmental request; (b) enforce our Terms of Service, including investigating potential violations; (c) detect, prevent, or otherwise address fraud, security, or technical issues; or (d) protect the rights, property, or safety of Sentie, our users, or others.

### 6.4 Business transfers

If Sentie is involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of assets, personal information may be transferred as part of that transaction. We will notify you of any such change in ownership or control of your personal information.

### 6.5 With your consent

We may share personal information for any other purpose with your consent.

## 7. Cookies and Tracking Technologies

We and our service providers use cookies and similar technologies (such as web beacons and local storage) to operate the Service, remember your preferences, and analyze how the Service is used.

The categories of cookies we use are:

- **Strictly necessary cookies:** required for the Service to function, including authentication and security. These cannot be disabled.
- **Functional cookies:** remember your preferences and settings.
- **Analytics cookies:** used by Google Analytics to help us understand aggregate usage patterns.

You can control cookies through your browser settings. Most browsers allow you to refuse or delete cookies. Note that disabling certain cookies may impair the functionality of the Service.

## 8. Data Retention

We retain personal information for as long as is necessary to provide the Service and for the purposes described in this Policy, unless a longer retention period is required or permitted by law.

- Account information is retained for the duration of your account and for a reasonable period after deletion to handle disputes, enforce our agreements, or comply with legal obligations.
- Workflow content is retained while your account is active. On account deletion, this content is deleted from our active systems and removed from backups within a reasonable period.
- Log and analytics data is typically retained for up to 24 months.

## 9. International Data Transfers

Sentie operates globally. Personal information that we collect may be transferred to, stored in, and processed in the United States and other countries where we or our service providers operate. These countries may have data protection laws that differ from those of your country.

When we transfer personal information internationally, we take steps to ensure an adequate level of protection, including (where applicable) using Standard Contractual Clauses approved by the European Commission or relying on other lawful transfer mechanisms.

## 10. Security

We implement reasonable and appropriate technical and organizational measures designed to protect personal information against unauthorized access, alteration, disclosure, or destruction. These measures

include encryption of data in transit, access controls, secure development practices, and regular security reviews.

However, no system is perfectly secure. We cannot guarantee absolute security, and you use the Service at your own risk. You are responsible for keeping your account credentials confidential.

## 11. Your Rights

Depending on your location, you may have the following rights with respect to your personal information:

- **Access:** request a copy of the personal information we hold about you.
- **Correction:** request that we correct inaccurate or incomplete information.
- **Deletion:** request that we delete personal information, subject to certain exceptions.
- **Restriction or objection:** request that we restrict or stop certain processing.
- **Portability:** receive a copy of certain personal information in a machine-readable format.
- **Withdraw consent:** where we rely on consent, withdraw it at any time without affecting the lawfulness of prior processing.
- **Complain to a regulator:** lodge a complaint with your local data protection authority.

If you are a resident of India, you have rights under the Digital Personal Data Protection Act, 2023, including the right to access, correct, and erase your personal data, the right to grievance redressal, and the right to nominate another individual to exercise these rights in the event of your death or incapacity.

To exercise any of these rights, please contact us using the details in Section 14. We may need to verify your identity before responding. We will respond within the timeframes required by applicable law.

## 12. Children

The Service is not directed to children under the age of 18, and we do not knowingly collect personal information from children. If you believe a child has provided us with personal information, please contact us and we will take steps to delete that information.

## 13. Changes to this Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify you by email or through the Service before the changes take effect. The "Last Updated" date at the top of this Policy indicates when it was last revised. Your continued use of the Service after the effective date of any changes constitutes your acceptance of the updated Policy.

## 14. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of your personal information, please contact us at:

**Sentie Technologies Inc.**

995 Market St, San Francisco, CA 94103

**Email:** [info@sentie.com](mailto:info@sentie.com)

For users in India, you may also direct grievances to our Grievance Officer at the email address above.

We will acknowledge your grievance within a reasonable period and respond in accordance with applicable law.