

Privacy Policy

Last updated: 20th May, 2025

1. Introduction

Tealy ("we", "our", or "us") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal and integration data when you use our services (website and app platform). Tealy uses AI technology to help companies get fast, accurate information across workplace tools in one single place.

Our app platform refers to the Tealy dashboard where you access our unified search and knowledge management services.

Personal data includes names, emails, account information, and other information that identifies you personally, including but not limited to online identifiers such as IP addresses or device information.

Integration data refers to content and information from your connected workplace tools such as Google Drive, Intercom, Slack, Notion, and other third-party services you authorize us to access.

2. Data We Collect

We may collect the following data:

- **Contact Information:** Name, email address, company name, job title (optional)
- **Account Information:** While we do not collect or store passwords, we collect basic account setup details such as your email address. Access to the platform is provided via one-time passwords (OTP) sent to your email or through secure OAuth-based authentication.
- **Usage Data:** Information on how you use our website and services.
- **Integration Data:** Data from connected third-party services (e.g., Intercom, Google Drive) as authorized by you.

You are able to change your personal information through your profile or account settings on the app platform.

3. How We Use Your Data

We use the contact and usage information you provide to:

- Provide and maintain our services.
- Communicate with you regarding updates, offers, and support.
- Improve our website and services.
- Comply with legal obligations.
- **Integration Data:** When you connect third-party workplace tools (such as Google Drive), Tealy processes and indexes the content solely to deliver its core services, including unified search and knowledge retrieval. This data is handled with the same security and care as all other personal data. Tealy strictly respects the original permission settings of your connected tools, ensuring that users can only access content they are already authorized to view within those third-party platforms.

4. Legal Basis for Processing

Our processing of your personal and integration data is based on:

- **Consent:** Where you have given explicit consent.
- **Contractual Necessity:** To fulfill our contractual obligations to you.
- **Legal Obligation:** To comply with legal requirements.
- **Legitimate Interests:** For our legitimate business interests, provided your rights do not override these interests.

5. Data Sharing and Transfers

We do not sell or share your personal or integration data with third parties. We use AI service providers to power our response capabilities, but these providers do not train on your data or retain it after processing your request. Your data remains private and under your control at all times.

We may only disclose data when required by law or to protect our legal rights.

6. Data Security

We implement appropriate technical and organizational measures to protect your personal data, including encryption and access controls. All data is encrypted at rest using AES-256 and in transit using TLS 1.2+.

7. Your Rights

Under GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction or deletion of your data.
- Object to or restrict our processing of your data.
- Withdraw consent at any time.
- Lodge a complaint with a supervisory authority.

8. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required by law. Personal and integration data is deleted immediately upon removal or deletion requests. When data is no longer needed, we securely delete it as soon as reasonably practicable.

9. Changes to This Policy

We may update this Privacy Policy from time to time. However, we will notify you of any significant changes by posting the new policy on our website or sharing via email if it's a change that will affect you before it takes effect.

10. Minors

Tealy's services are intended for or directed at individuals under the age of 18. If you believe a child under 18 has provided us with personal data, please contact us immediately so we can investigate and promptly remove any such information from our systems.

11. Contact Us

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

Email: omolara@tealy.ai **Website:** <https://tealy.ai/>