

PRODEEN Privacy Policy

Last updated: October 22, 2025

PRODEEN Inc. (“PRODEEN,” “we,” “us”) provides AI-enabled software and related services (“Services”). This Privacy Policy explains how we collect, use, disclose, and safeguard personal information about website visitors, trial users, and customers’ authorized users.

If you are using PRODEEN under a customer contract, that contract controls where it conflicts with this Policy.

Definitions

For purposes of this Policy:

“Personal Information” means any information that identifies or could reasonably be linked to an individual, such as name, email address, or account details.

“Customer Data” means data customers submit to the Services, including prompts, inputs, and outputs generated through AI features.

“Usage Data” means technical information about how the Services are accessed, such as browser type, device information, and logs.

“Sensitive Data” includes categories such as financial information, health data, government identification numbers, or other special categories defined under applicable law.

“Non-Personal Information” refers to information that has been aggregated or de-identified so it no longer reasonably identifies an individual.

User Responsibilities

Users are responsible for:

Ensuring that the information they provide to PRODEEN is accurate and up to date.

Not uploading or transmitting Sensitive Data to the Services unless explicitly permitted by a written agreement with PRODEEN.

Maintaining the security of their account credentials and promptly notifying PRODEEN of any suspected unauthorized access.

Information We Collect

We collect the following categories of information:

Account & Contact Info – name, work email, role, company, and similar details you provide when you sign up or contact us.

Customer Content (Customer Data) – data customers submit to the Services, including prompts/inputs and outputs from any AI features, as needed to provide the Services. Customers control this data.

Usage Data – logs and technical data about how the Services are accessed (e.g., device/browser info, interactions, dates/times). We may aggregate or de-identify Usage Data.

Cookies and Similar Technologies – used to operate the site, remember preferences, and improve performance. You can control cookies through your browser.

How We Use Information

We use personal information to:

Provide, secure, and maintain the Services.

Troubleshoot, support, and improve functionality and user experience.

Communicate about updates, security, and administrative matters.

Detect, prevent, and address fraud, abuse, or security incidents.

Generate aggregated or de-identified data for internal business purposes.

Comply with law, enforce our Terms of Service, and protect PRODEEN, our customers, and others.

AI Features

We do not use your Customer Data (including AI inputs and outputs) to train foundation models or for the benefit of other customers.

We may process your AI inputs and outputs solely to provide the Services you requested (e.g., generate results you prompt).

How We Share Information

We do not sell or rent personal information to third parties.

We may share personal information as follows:

Service providers/processors that host, support, or help operate the Services (subject to confidentiality and data-protection commitments).

Professional advisors and authorities where legally required or necessary to protect PRODEEN's rights and comply with obligations.

Business transferees in connection with a merger, acquisition, or similar corporate event.

With your consent, where you direct us to share information for other purposes.

We may use Usage Data internally to improve the Services, and we will not disclose Usage Data that identifies a customer or user or contains personal information.

Enforcement and Legal Disclosures

We may disclose personal information to:

Comply with applicable law or legal processes, such as subpoenas or court orders.

Enforce PRODEEN's Terms of Service and other agreements.

Protect the rights, property, or safety of PRODEEN, our customers, or others.

Sensitive Data Restrictions

Users must not submit Sensitive Data to the Services unless explicitly permitted by a written agreement with PRODEEN. If Sensitive Data is submitted in violation of this Policy, PRODEEN will process it only as necessary to provide the Services and will not be responsible for any resulting issues.

Data Location

Except as otherwise required or permitted by your contract or law, PRODEEN provides the Services—and processes Customer Data—from systems located in the United States.

Security

We use industry-standard technical and organizational measures (e.g., encryption in transit and at rest, access controls, backups, disaster recovery) to protect information.

If we learn of a security incident affecting personal information, we will notify impacted customers consistent with applicable law and our agreements.

Data Retention & Deletion

We retain personal information for as long as necessary to provide the Services, comply with legal obligations, or resolve disputes. Upon contract expiration or termination—or upon customer request—we return or delete Customer Data within a defined window (subject to legal holds and backup limitations).

Your Rights

Depending on your location, you may have rights to access, correct, delete, port, or restrict or opt out of certain processing. You (or your administrator) can exercise these by contacting us at support@PRODEEN.com. For requests relating to Customer Data, we may redirect you to your organization (the data controller).

Children

Our Services are not directed to children under 13 (or older as defined by local law). We do not knowingly collect such data.

Changes

We may update this Policy periodically. We will post the new version with its effective date.