

PRIVACY POLICY

Last Updated: May 27, 2026

Welcome to the Gnomesh data analytics platform ("we," "our," or "us"). We operate the live-service platform located at <https://gnomesh.com> and its associated services (collectively, the "Service").

We respect 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 create an account, interact with our live services, or make purchases.

Please read this policy carefully. If you do not agree with the terms of this Privacy Policy, please do not access or use the Service.

1. Information We Collect

We collect information about you in two ways: information you provide directly and information collected automatically.

A. Information You Provide to Us

- **Account Credentials:** Username, password, email address, and Personal Identifiable Information (PII).
- **Organization Information:** Organization IDs and membership of other users within the Organization
- **Transactional and Billing Data:** If you purchase a subscription we (or our third-party payment processors) collect billing names, billing addresses, credit card numbers, and transaction history.
- **Uploaded Data:** Data that you upload to our servers is stored according to your preference settings within your account. By default, data analysis is performed locally on your own device, and data files are not stored on the Gnomesh servers. When you select any cloud processing options, that data will be uploaded to Gnomesh servers.
- **Workflows and Publishing Data:** All workflows and data files that you choose to publish from within Gnomesh will be stored on Gnomesh servers.
- **Customer Support:** Information you submit when contacting our help desk or reporting a bug.

B. Information Collected Automatically

When you connect to our live-service platform, we automatically track server data and telemetry for performance, stability, and general troubleshooting:

- **Device and Network Data:** IP address, operating system, browser type, device identifiers, hardware specifications, and network performance indicators.
- **Service Telemetry and Usage Data:** Log-in timestamps, session durations, and features accessed.
- **Cookies and Tracking Technologies:** We use cookies to maintain your active live sessions.
- **User preferences:** We collect application preferences to customize user experience and maintain consistent behavior between sessions.

2. How We Use Your Information

We use the data we collect:

- **To Provide and Maintain the Service:** Creating and managing your account, and storing your workflows and preferences.
- **To Process Workflows:** Cloud workflows will process uploaded files for data analysis.
- **To Process Transactions:** Both the initial account subscription, as well as automatic renewals.
- **To Optimize Performance:** Monitoring server loads, diagnosing technical bugs, and running platform analytics to improve user experience.
- **To Communicate with You:** Sending critical system alerts, maintenance updates, and security warnings.
- **For Marketing Purposes:** Organizations may opt to allow Gnomesh to list your company as a user of our software.

3. Sharing and Disclosure of Information

We do not sell your personal data. We may share your information in the following specific scenarios:

- **Third-Party Service Providers:** We share data with vendors who handle payment processing, database hosting, server deployment, and customer support ticketing. These vendors are prohibited from using your data for any other purpose.
- **Opt-In:** You may choose to share data or workflows either within your organization or publicly.
- **Legal Obligations:** We may disclose data if required to do so by applicable laws, court orders, or government requests, or to protect the safety and vital rights of our users.
- **Business Transfers:** If we undergo a merger, acquisition, asset sale, or bankruptcy, user data may be transferred to the successor entity.

4. Data Retention and Security

- **Data Retention:** We retain your personal data for as long as your account is active or as necessary to provide you with the Service. If you request account deletion, we delete or anonymize your data, except for data we are required to keep to satisfy legal, tax, or accounting mandates.
- **Data Security:** We employ industry-standard technical safeguards to secure your personal information. However, please note that no network transmission or electronic storage method can guarantee 100% absolute security.

5. Your Privacy Rights and Choices

Depending on your country or region of residence (such as the EU/UK under GDPR or various US state privacy laws like the CCPA), you hold specific statutory rights regarding your data:

- **Access and Portability:** You have the right to request a digital copy of the personal information we currently hold about you.
- **Correction:** You can update or correct obsolete or inaccurate data directly through your profile settings page.
- **Deletion ("Right to be Forgotten"):** You have the right to request that we erase your personal information and close your service account.
- **Opt-Out of Marketing:** You can opt-out of marketing communications by clicking the "Unsubscribe" links embedded in our emails or toggling off notifications in your account menu.

To exercise any of these rights, please submit an official request in writing.

6. Changes to This Privacy Policy

We may modify this Privacy Policy from time to time to align with new legal statutes or changes in our operational procedures. When revisions occur, we will change the "Last Updated" timestamp at the top of this document. For material changes, we will issue a prominent alert through the platform main interface or email your registered address to notify you.

7. Contact Us

If you have any questions, complaints, or feedback regarding our privacy standards, please reach out to us at:

- **Company Name:** Data Goblin Corporation
- **Email Address:** info@gnomesh.com