

AGENA.AI CLOUD SERVICE - PRIVACY AND DATA POLICY

This document explains Agena's approach to collecting and using data in relation to the agena.ai cloud service.

CONTACTS

For questions regarding this policy or general customer support issues please contact us by email at support@adena.ai.

For any questions related to sales or subscriptions please contact us at sales@adena.ai.

DATA COLLECTION

We receive and store the following data:

Information provided by you:

- Email address provided during registration – stored permanently
 - Is used for authentication and authorization purposes.
 - Is stored in conjunction with the data submitted for calculations.
 - Used by an app owner to assign you as a user or a contributor to an app.
- agena.ai models
 - Held in the request queue temporarily and read for the purpose of a calculation when:
 - submitted with a calculation request via API;
 - submitted with a calculation request when editing an unsaved app in Web App Designer;
 - model in a saved app in Web App Designer was modified in advanced settings and submitted with a calculation request;
 - using the Model Viewer.
 - Temporarily stored in your browser memory when using Web App Designer, Model Viewer or Modeller Cloud.
 - Stored until you choose to delete it when saved as part of an app to your cloud account.
- Input data
 - Held in the request queue temporarily and read for the purpose of a calculation.
 - Stored permanently together with the rest of the individual calculation data:
 - If the calculation request was made for an app saved to your cloud account AND
 - the app has archiving enabled;
 - this only includes use cases: API requests accompanied with app ID, form submissions in published Web Apps or in Web App Designer preview for saved apps
- Cloud App configuration including user/contributor assignments – stored until you choose to delete it.

Request queue:

All requests submitted to our cloud service are temporarily held in a request queue and are only used for subsequent intended processing. Items are deleted from the queue after a short period of time and as a matter of policy items in the queue are not inspectable in detail by any Agena personnel.

Information collected or derived automatically:

- Browser and standard web server log information including IP address, referral URL, requested URL – stored temporarily.
- Calculation results produced in response to your request, including probability distribution for all nodes in the model (but not the model itself), as well as your IP address, subscription ID and email required for authorized access validation – stored permanently.

Cookies:

- Cookies are used to facilitate authentication and to maintain your login session.
- We use your browser's internal storage to be able to highlight unseen updates in the change log or other notification-like features.

DATA TRANSMISSION

Your data is securely transmitted between devices and servers by means of HTTPS protocol, which prevents an unauthorized third party from intercepting this data.

DATA SHARING

Instances where we may share your data with third parties:

- Other users assigned by you as Contributors to your Cloud App will be able to see and update your app in Web App Designer.
- Other users assigned by you as End-Users to your published Cloud App will be able to access the published version of the app in read-only mode.
- Your subscription limits and usage are shared with all users you assigned your license keys to.
- When submitting a response to a Web App with archiving enabled, your app inputs and outputs may be visible to the App Owner.
- When submitting form answers to a Web App with a callback configured by the App Owner, your calculation inputs and outputs may be posted with an HTTP request to the URL address of the callback.

YOUR RIGHTS

You can contact us at support@agena.ai to:

- Request a copy of your personal data stored by us.
- Delete all your personal data stored by us.

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