

# Privacy Policy

## Innova Support by Stellarship

Effective Date: May 1, 2026 | Last Updated: May 1, 2026

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### 1. Introduction

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Stellarship (Owner) operates Innova Support, an AI-powered customer service chatbot designed for businesses and their end customers. We are committed to protecting the privacy of all users who interact with Innova Support, whether you are a business client or an end customer reaching out for support.

This Privacy Policy explains what data we collect, why we collect it, how we use it, and what rights you have over your information.

### 2. Who This Policy Applies To

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This policy applies to:

- **Business clients (B2B):** Companies that integrate Innova Support into their customer service workflows.
- **End users (customer-facing):** Individuals who interact with Innova Support through a WhatsApp and website.

### 3. Information We Collect

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#### a) Personal Information

When you interact with Innova Support, we may collect information that identifies you, including your name and email address. This may be provided directly by you during a chat session.

#### b) Location Data

We may collect approximate or precise location data to help route support requests, personalize responses, or comply with regional service requirements. Location data may be derived from your IP address or, where permitted, from device-level location signals.

#### c) Usage & Analytics Data

We automatically collect data about how you interact with Innova Support, including:

- Conversation logs and chat transcripts
- Session duration and timestamps
- The type of queries submitted
- Response quality signals (e.g., whether an issue was resolved)
- Device type and browser information

## 4. How We Use Your Information

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We use the information collected for the following purposes:

- **Providing the service:** To generate accurate, context-aware responses through the Innova Support chatbot.
- **Improving AI performance:** To train, fine-tune, and improve our AI models in order to deliver better support outcomes.
- **Analytics & reporting:** To provide business clients with aggregated insights about support interactions and performance.
- **Security & fraud prevention:** To detect and prevent misuse, unauthorized access, or abuse of our platform.
- **Legal compliance:** To meet applicable legal and regulatory obligations in the jurisdictions where we operate.

## 5. How We Share Your Information

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We do not sell your personal information. We may share data in the following limited circumstances:

- **With business clients:** The business that deployed Innova Support may have access to conversation logs and analytics related to their customers, subject to their own privacy obligations.
- **With service providers:** We work with trusted third-party vendors (e.g., cloud hosting, analytics tools) who process data on our behalf under strict data processing agreements.
- **For legal reasons:** We may disclose information if required to do so by law, court order, or to protect the rights and safety of Stellarship, our clients, or the public.
- **Business transfers:** In the event of a merger, acquisition, or sale of assets, user data may be transferred as part of that transaction, with prior notice given where required.

## 6. Data Retention

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We retain personal data only for as long as necessary to fulfil the purposes described in this policy. Conversation logs are typically retained for 12 months, after which they are anonymized or deleted. Business clients may request earlier deletion of their customers' data in accordance with their contractual terms with Stellarship.

## 7. Data Security

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We implement industry-standard technical and organizational measures to protect your data, including:

- Encryption in transit and at rest
- Access controls and authentication requirements
- Regular security audits and monitoring

*No system is completely secure. If you believe your data has been compromised, please contact us immediately at the address provided in Section 13.*

## 8. Your Rights

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Depending on your location, you may have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Request that inaccurate or incomplete data be corrected.
- **Deletion:** Request that your personal data be deleted, subject to legal retention requirements.
- **Objection:** Object to certain uses of your data, such as for AI model training.
- **Data portability:** Request your data in a structured, machine-readable format.

To exercise any of these rights, please contact us at [info@stellarship.org](mailto:info@stellarship.org). We will respond within 30 days. Note that if you are an end user interacting through a business client's platform, some requests may need to be directed to that business first, as they act as the data controller for their customers.

## 9. Cookies & Tracking Technologies

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Innova Support may use cookies or similar tracking technologies to maintain session continuity and collect usage analytics. You may control cookie preferences through your browser settings or the cookie consent banner on the platform where Innova Support is deployed.

## 10. International Data Transfers

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Stellarship operates globally. Your data may be transferred to and processed in countries other than your own, including countries that may have different data protection laws. Where required, we implement appropriate safeguards such as Standard Contractual Clauses to ensure your data remains protected.

## 11. Children's Privacy

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Innova Support is not intended for use by individuals under the age of 16. We do not knowingly collect personal data from children. If you believe a child has provided us with personal information, please contact us and we will delete it promptly.

## 12. Changes to This Policy

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We may update this Privacy Policy from time to time. When we do, we will revise the "Last Updated" date at the top of this page. For material changes, we will notify business clients directly. We encourage end users to review this policy periodically.

## **13. Contact Us**

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If you have any questions, concerns, or requests regarding this Privacy Policy, please reach out to:

**Stellarship — Privacy Team**

Email: [info@stellarship.org](mailto:info@stellarship.org)

Website: [www.stellarship.org](http://www.stellarship.org)