

Arrange Privacy Policy

Last Updated: October 21, 2026

This Privacy Policy describes how Arrange (“Arrange,” “we,” “us,” or “our”) collects, uses, and shares information in connection with the Arrange interview scheduling platform and our website at arrangeai.io (together, the “Service”). This Policy applies to our customers (recruiters and recruiting teams who subscribe to Arrange), visitors to our website, and candidates and hiring team members who interact with scheduling links and pages generated through the Service.

Our role. For account information and website data, Arrange decides how that information is used and acts as the business or controller. For information our customers submit or collect through the Service, such as candidate and hiring team details (“Customer Data”), Arrange acts as a service provider or processor on behalf of the customer, and processes that information only to provide the Service and as instructed by the customer.

1. Information We Collect

Account Information. When a customer signs up for Arrange, we collect information such as name, work email address, company name, billing details, and calendar or ATS integration credentials (for example, Loxo, Crelate, or Bullhorn connections).

Scheduling Data. To provide the Service, we collect information submitted through scheduling links and booking pages, including candidate and hiring team names, email addresses, phone numbers, availability, meeting preferences, interview details, and documents a customer chooses to attach to an interview, such as a resume.

Calendar Data. Where a customer or hiring team member connects a calendar, we access calendar information solely to power scheduling on their behalf, based on the permissions granted, and to create interview invitations.

Usage Data. We automatically collect information about how the Service is used, such as log data, IP address, device and browser information, and pages or features accessed.

Cookies. We use cookies and similar technologies to operate the Service, remember preferences, and understand usage. See Section 6 below.

We do not intentionally collect sensitive personal information (such as government identification numbers, financial account numbers, health information, or precise geolocation) and ask customers not to submit it through the Service.

2. How We Use Information

- To provide, operate, and maintain the Service, including generating scheduling links and coordinating availability between candidates, hiring teams, and recruiters.
- To communicate with customers about their account, scheduling activity, billing, and support requests.
- To improve and develop the Service, including troubleshooting and analyzing usage trends.
- To maintain the security and integrity of the Service and prevent fraud or misuse.
- To comply with legal obligations.

We do not use Customer Data for our own marketing, and we do not use personal information for targeted or cross-context behavioral advertising.

3. How We Share Information

Arrange does not sell personal information and does not share personal information for cross-context behavioral advertising. We share information only as described below:

- With the customer's own team and the parties involved in a given scheduling workflow (for example, sharing a candidate's selected time with the relevant hiring manager).
- With integrations a customer chooses to connect, such as an applicant tracking system, calendar, or video conferencing provider, at the customer's direction.
- With service providers and subprocessors who help us operate the Service (for example, cloud hosting, database, email delivery, payment processing, and customer support providers), under contractual confidentiality and data protection obligations. A current list of our subprocessors is available on request by emailing support@arrangeai.io with the subject line "Subprocessor List Request."
- To comply with law, legal process, or to protect the rights, property, or safety of Arrange, our customers, or others.
- In connection with a merger, acquisition, financing, or sale of assets, subject to standard confidentiality protections.

4. Data Security

We use technical and organizational measures designed to protect personal information, including encryption in transit and at rest, access controls, and ongoing monitoring. More detail is available in our Security Overview upon request. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. If we become aware of a security incident affecting Customer Data, we will notify affected customers without undue delay and as required by applicable law.

5. Data Retention

We retain personal information for as long as needed to provide the Service and for legitimate business or legal purposes. When a customer relationship ends, we will return or delete Customer Data within the timeframe specified in the applicable agreement, except where retention is required by law.

6. Cookies and Similar Technologies

We use cookies for core site functionality, authentication, and analytics. We do not use cookies for targeted advertising. Customers and visitors can control cookie preferences through their browser settings. Disabling certain cookies may affect Service functionality. Where required by law, we treat a Global Privacy Control signal from your browser as a valid request to opt out of the sale or sharing of personal information.

7. Your Privacy Rights and How to Exercise Them

Depending on where you live, you may have the right to:

- **Access / Know** the personal information we hold about you and how we use and share it.

- **Delete** personal information we hold about you.
- **Correct** inaccurate personal information.
- **Portability**: receive a copy of your personal information in a usable format.
- **Opt out** of the sale of personal information, targeted advertising, or profiling. (Arrange does not engage in these activities.)
- **Appeal** our decision on your request.
- **Non-discrimination**: we will not treat you differently for exercising any of these rights.

How to submit a request. Email support@arrangeai.io with the subject line “Privacy Request” and let us know what you are requesting (for example, access, deletion, or correction) and the email address associated with your information.

Verification. To protect your information, we will verify your identity before completing a request, usually by confirming the email address associated with your information. We will only use the information you provide to verify and complete your request.

Authorized agents. You may use an authorized agent to submit a request on your behalf. We may ask the agent for proof of your written permission and may ask you to verify your identity directly.

Timing. We will respond within 45 days of receiving your request. If we need more time (up to an additional 45 days), we will let you know why.

Requests about Customer Data. If you are a candidate or hiring team member and your information was submitted through a scheduling link sent by one of our customers, that recruiting firm or employer controls your information. You may contact them directly, or submit your request to us and we will forward it to the relevant customer and help them respond, as their service provider.

Appeals. If we decline your request, you may appeal by replying to our response or emailing support@arrangeai.io with the subject line “Privacy Appeal.” We will respond to your appeal within the time required by law (generally 45 to 60 days). If your appeal is denied, you may contact your state Attorney General.

8. Additional Information for U.S. State Residents

This section applies to residents of California, Colorado, Virginia, and other U.S. states with comprehensive privacy laws, and supplements the rest of this Policy. It also serves as our notice at collection for California residents.

Categories of personal information we have collected in the past 12 months

Category	Examples	Source	Disclosed for a business purpose to
Identifiers	Name, email address, phone number, IP address, account ID	You; our customers; your device	Service providers and subprocessors; parties to a scheduling workflow
Customer records	Company name, billing details, documents attached to an interview	You; our customers	Service providers (for example, payment processing)
Commercial information	Subscription plan and purchase history	You	Service providers (for example, payment processing)

Category	Examples	Source	Disclosed for a business purpose to
Internet or network activity	Log data, pages and features used, browser and device information	Your device	Service providers (for example, hosting and analytics)
Professional or employment-related information	Job title, role being interviewed for, interview details and availability	You; our customers	Parties to a scheduling workflow; connected integrations at the customer's direction

We use these categories for the purposes described in Section 2 and retain them as described in Section 5. **We do not sell or share personal information** (as those terms are defined under California law), have not done so in the past 12 months, and have no actual knowledge of selling or sharing the personal information of consumers under 16. We do not use or disclose sensitive personal information for purposes other than those permitted by law, and we do not process personal information for targeted advertising or for profiling that produces legal or similarly significant effects.

California “Shine the Light.” We do not disclose personal information to third parties for their own direct marketing purposes.

9. Additional Information for the EEA, UK, and Switzerland

Where the EU or UK General Data Protection Regulation applies, we process account and website information on the following legal bases: to perform our contract with you, for our legitimate interests in operating, securing, and improving the Service, to comply with legal obligations, and, where required, with your consent. We process Customer Data as a processor on behalf of our customers, under a Data Processing Addendum available on request. In addition to the rights in Section 7, you may have the right to object to or restrict certain processing, to withdraw consent at any time, and to lodge a complaint with your local data protection authority.

10. International Data Transfers

Arrange is based in the United States, and personal information may be processed in the United States or other countries where Arrange or its subprocessors operate. Where required by law, we will put appropriate safeguards in place for these transfers, such as the European Commission's Standard Contractual Clauses, as part of a Data Processing Addendum with the customer.

11. Children's Privacy

The Service is not directed to individuals under 18, and we do not knowingly collect personal information from children.

12. Changes to This Policy

We may update this Privacy Policy from time to time. We will update the “Last Updated” date above, and material changes will be communicated through the Service or by email to account administrators. Continued use of the Service after changes take effect constitutes acceptance of the updated Policy.

13. Contact Us

Questions about this Privacy Policy, or requests to exercise your privacy rights, can be directed to support@arrangeai.io. For privacy rights requests, please use the subject line "Privacy Request."