

# Privacy Policy

Last updated: 8 June 2026

This Privacy Policy explains how Created By Hydro LLC ("Hydro", "we", "us", or "our") collects, uses, discloses, and safeguards information when you use Suneo (the "Service"), our AI assistant that operates inside Slack and connects to the third-party platforms you authorise. By using Suneo, you agree to the practices described in this policy.

## 1. Who we are

Suneo is built and operated by Created By Hydro LLC, a limited liability company registered in Sheridan, Wyoming, United States. For the purposes of applicable data protection laws, Created By Hydro LLC is the data controller of personal information processed in connection with your account, and acts as a data processor with respect to the business data you direct Suneo to access through your connected integrations.

If you have any questions about this policy or your data, contact us at [privacy@suneo.ai](mailto:privacy@suneo.ai).

## 2. Scope

This policy applies to information processed through the Suneo Service, the Suneo website at [suneo.ai](https://suneo.ai), the Suneo dashboard, and related onboarding and support channels. It does not apply to the third-party platforms you connect to Suneo (such as Slack, Stripe, or your CRM), which are governed by their own privacy policies.

## 3. Information we collect

### 3.1 Account and billing information

When you install Suneo and create an account, we collect your Slack workspace identifier and name, the installing user's identifier and email address, and, for paid plans, billing details

processed by our payment provider (Stripe). We do not store full payment card numbers; these are handled directly by Stripe.

### **3.2 Workspace and conversation data**

Suneo reads and processes messages only in the Slack channels and direct messages to which it has been added or invited. This includes the content of those messages, file references, and the context needed to respond to your requests.

### **3.3 Connected integration data**

When you authorise an integration, you direct Suneo to access data from that platform on your behalf in order to complete the tasks you request. Depending on the integrations you connect, this may include financial records, customer and contact records, sales and marketing data, project and support data, documents, and analytics. Suneo accesses this data only to fulfil the requests you make, and only for the platforms you have explicitly connected.

### **3.4 Usage and technical data**

We collect operational data such as the actions Suneo performs, credit consumption, timestamps, error and performance logs, and aggregate usage metrics. On the Suneo website we may collect standard technical data such as IP address, browser type, and pages visited, together with cookie data as described in Section 12.

### **3.5 Communications**

If you contact us for support or other reasons, we collect the information you provide in those communications.

## **4. How we use information**

- To provide, operate, and maintain the Service and respond to your requests.
- To execute the tasks you instruct Suneo to perform across your connected platforms.
- To learn your workspace preferences and context so the Service becomes more useful over time, scoped to your workspace only.
- To process payments, manage subscriptions, and track credit usage.
- To monitor, secure, debug, and improve the Service.

- To communicate with you about your account, security, updates, and support.
- To comply with legal obligations and enforce our Terms of Service.

## 5. AI processing and model training

Suneo uses large language models provided by Anthropic and OpenAI to understand requests and generate output. Your data is sent to these providers solely to process your requests in real time.

**Your data is never used to train external AI models.** Not by us, and not by our model providers. Anthropic and OpenAI process API data under terms that prohibit using it to train their models. We do not sell your data and we do not use the contents of your workspace or connected integrations to train any model.

## 6. Legal bases for processing (EEA and UK)

Where the General Data Protection Regulation (GDPR) or UK GDPR applies, we process personal information on the following legal bases: performance of a contract (to provide the Service you request); our legitimate interests (to secure, operate, and improve the Service); your consent (where required, for example certain cookies); and compliance with legal obligations.

## 7. How we share information and sub-processors

We do not sell your personal information. We share information only with the service providers that help us deliver Suneo, and only as needed. Our key sub-processors are:

Sub-processor	Purpose
Anthropic	Primary AI model provider (Claude)
OpenAI	Fallback AI model provider
Supabase	Database and application data hosting
Pipedream	Secure connectivity to your authorised integrations

Stripe	Subscription billing and payment processing
Slack	The platform Suneo operates within
Railway	Application and API hosting
Vercel	Dashboard hosting

Each sub-processor is bound by contractual obligations to protect your information and to process it only on our instructions. We may also disclose information where required by law, to protect our rights or the safety of others, or in connection with a merger, acquisition, or sale of assets.

## 8. International data transfers

We are based in the United States and our sub-processors may process data in the United States and other countries. Where personal information is transferred out of the EEA or UK, we rely on appropriate safeguards such as Standard Contractual Clauses or the relevant adequacy mechanisms.

## 9. Data retention

We retain your information for as long as your account is active and as needed to provide the Service. Workspace data, conversation history, and learned context are retained to maintain continuity of the Service. When you delete your workspace or close your account, we delete the associated data from our active systems within a reasonable period, except where we are required to retain certain records to comply with legal, tax, or accounting obligations, or to resolve disputes and enforce our agreements. Routine backups are cycled out on a rolling basis.

## 10. Data security

We take the protection of your data seriously and apply industry-standard measures, including:

- Encryption of data in transit (TLS) and at rest (AES-256).
- OAuth-based authorisation, with access tokens stored securely and scoped to the integrations and channels you authorise.

- Per-workspace isolation so that data is not shared between separate workspaces or organisations.
- Approval gating, so that any action which changes data in a connected platform requires your explicit confirmation before it runs.
- Continuous monitoring, access controls, and hardened infrastructure.

No method of transmission or storage is completely secure, and we cannot guarantee absolute security, but we work continually to protect your information.

## 11. Your rights

Depending on where you live, you may have the following rights regarding your personal information:

- **Access:** request a copy of the personal information we hold about you.
- **Correction:** request that we correct inaccurate or incomplete information.
- **Deletion:** request that we delete your personal information.
- **Portability:** request a copy of certain information in a portable format.
- **Restriction and objection:** ask us to restrict or object to certain processing.
- **Withdraw consent:** withdraw consent where processing is based on consent.

If you are a California resident, you have the right to know what personal information we collect, to request deletion, and to not be discriminated against for exercising your rights. We do not sell personal information as defined under the CCPA.

To exercise any of these rights, contact us at [privacy@suneo.ai](mailto:privacy@suneo.ai). We will respond within the time required by applicable law. You also have the right to lodge a complaint with your local data protection authority.

## 12. Cookies and tracking

The Suneo website uses cookies and similar technologies for essential functionality, to remember preferences, and to understand how the site is used. You can control cookies through your browser settings. The Suneo Service inside Slack does not rely on advertising cookies.

## **13. Children's privacy**

Suneo is a business product and is not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If you believe a child has provided us with personal information, contact us and we will delete it.

## **14. Third-party platforms**

Suneo connects to third-party platforms at your direction. Your use of those platforms is governed by their own terms and privacy policies. We are not responsible for the data practices of third-party platforms, and you are responsible for ensuring you have the right to connect them and to authorise Suneo to access the data within them.

## **15. Changes to this policy**

We may update this Privacy Policy from time to time. When we make material changes, we will update the "Last updated" date and, where appropriate, notify you. Your continued use of the Service after changes take effect constitutes acceptance of the updated policy.

## **16. Contact us**

If you have questions, requests, or concerns about this policy or your data, contact:

Created By Hydro LLC

Sheridan, Wyoming, United States

Privacy: [privacy@suneo.ai](mailto:privacy@suneo.ai)

Support: [support@suneo.ai](mailto:support@suneo.ai)