yarado®

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Privacy Statement **Yarado**

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1. Who we are

Visual Admin B.V., trading as Yarado ("Yarado", "we"), builds and operates software that automates administrative work with digital colleagues (RPA and AI). We are registered with the Dutch Chamber of Commerce under number 53844017 and have our registered office at Suikersilo-Oost 35, 1165 MS Halfweg, the Netherlands.

For privacy questions, contact us at privacy@yarado.com.

2. Scope and our role

This Privacy Statement explains how we process personal data as a controller. That covers:

- users of the Yarado software and the Yarado Portal (account, usage and telemetry data);
- contact persons at customers, partners and suppliers;
- people who contact our support;
- prospects who contact us or sign up for our webinars, events or updates.

When our digital colleagues process personal data in our customers' processes, we act as a processor on behalf of that customer. That processing is governed by the data processing agreement with the customer, not by this statement. Questions about it should go to the customer as controller.

3. Personal data we process

Category	Examples	Source
Account data	Name, business email address, organisation, role, login and authentication data	You or your employer
Device and network identifiers	License ID, machine identifier, MAC address, IP address	Generated by the software
Usage and telemetry data	Software version, task and run metadata (such as task name, type, progress and how a task was started), timestamps	Generated by the software
Technical log data	Log files and error screenshots	Generated by the software
Support data	Name, contact details, ticket content and correspondence	You
Business contact data	Name, organisation, role, business contact details, contact history	You, your employer or public business sources

Category	Examples	Source
Marketing data	Name, email address, subscriptions and opt-outs, event registrations	You

We do not use telemetry to assess the performance of individual users.

4. Purposes, legal bases and retention

Purpose	Data	Legal basis (GDPR)	Retention
Providing the software, our services and support	Account data, support data, telemetry	Performance of the contract (art. 6(1)(b)), or our legitimate interest in serving your employer (art. 6(1)(f))	Duration of the contract, deleted within 30 days after it ends
Security, access logging and error analysis	Identifiers, telemetry, technical logs	Legitimate interest (art. 6(1)(f))	Up to 12 months; error screenshots up to 30 days
Relationship management and marketing	Business contact data, marketing data	Legitimate interest for customer contacts, with an opt-out in every message (art. 6(1)(f)); consent for others (art. 6(1)(a))	As long as the relationship lasts, or until you opt out or withdraw consent
Legal obligations	Invoicing and contract data	Legal obligation (art. 6(1)(c))	7 years (Dutch tax retention)

We keep personal data no longer than necessary for these purposes, or longer only where the law requires it or to handle a claim.

If you unsubscribe, we keep your email address on a suppression list so that we can respect your choice. We do not use automated decision-making that produces legal or similarly significant effects for you.

5. Use of AI

Some features of our software and services use AI, for example to analyse errors or support our team. We use AI models hosted in the EEA, under a data processing agreement with the provider. Your data is not used to train AI models. We apply our Responsible AI Framework, including human oversight of the outcomes.

6. Recipients and sub-processors

We do not sell or rent personal data. We share it only with parties that help us deliver our services, under a data processing agreement, or when we are legally required to.

We use these categories of sub-processors:

- cloud hosting and infrastructure;
- AI services;
- email, collaboration and communication tools;
- customer relationship management (CRM);
- security and credential management tools.

A current list of our sub-processors is available on request via privacy@yarado.com. If Yarado is involved in a merger, acquisition or reorganisation, personal data may be transferred to the acquiring party. The same purposes and safeguards then continue to apply, and we will inform you in advance.

7. Where your data is processed

We process personal data within the European Economic Area (EEA) as much as possible. Our platform is hosted in the EU.

Some sub-processors may process data outside the EEA. We only allow this with appropriate safeguards under Chapter V GDPR, such as an adequacy decision of the European Commission (including the EU-US Data Privacy Framework) or the Standard Contractual Clauses. On request, we will tell you which parties process data outside the EEA and on what basis.

8. Security

We are certified against recognised information security standards, including ISO/IEC 27001. Our measures include multi-factor authentication, role-based access on a need-to-know basis, encryption in transit and at rest, logging and monitoring, regular penetration testing and security awareness training for our staff.

9. Data minimisation

We only collect what we need for the purposes in section 4. Device and network identifiers (such as MAC and IP address) are used to log access to our platform for security purposes. Access to them is limited to staff who need it, and they are deleted after the retention periods in section 4.

10. Your rights

You have the right to access, rectify and erase your personal data, to restrict or object to its processing, and to data portability. Where we rely on consent, you may withdraw it at any time. You can object to direct marketing at any time via the unsubscribe link or privacy@yarado.com.

We respond within one month. If your request concerns data we process for a customer, we forward it to that customer.

You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

11. Changes

We may update this statement. The date and version on the cover show the current version. We will inform users and customers of material changes in advance, via the Portal or by email.

12. Contact

Yarado
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The Netherlands

privacy@yarado.com