

Privacy Policy August 2025

This privacy notice tells you about the information we collect when you use our incident management application and website.

We act as a data controller only with respect to information about our partners (e.g., hotel profiles, billing and contact details).

For all incident data entered by partners (which may contain personal data about their guests, staff, or third parties), we act solely as a data processor. We do not access or use that data, which is encrypted and stored securely on our servers.

Who we are

We are **LogEasy** You can contact us by email at support@logeasy.com.

Any inquiries about our use of your personal data should be directed to the contact details above.

How we use your information

Information we control (partner account data)

When you register or subscribe to our service, we collect and use:

- Partner organization name, address, and profile details.
- Administrative contact details (e.g., name, phone number, email address).

We use this information to:

- Manage your account and subscription.
- Communicate with you about billing, technical updates, and support.
- Provide service notices, customer case updates, and information about additional applications or services we offer.

This data is stored securely on our cloud servers and is never sold to third parties. We may share it only with trusted service providers and partners (such as hosting, billing, or integration platforms) when necessary to deliver the service.

Information we process on behalf of partners (incident data)

When partners use our application to record incidents, they may enter personal data relating to their guests, employees, or other individuals. Examples may include:

- Names, contact details, or identification information.
- Details about incidents, notes, or supporting documents.

We do not access, monitor, or use this data. It is encrypted at rest and in transit, and we only store it securely on behalf of our partners.

Under applicable data protection laws (including GDPR):

- The partner (e.g., the hotel or organization) is the Data Controller.
- We are the Data Processor.

Partners remain fully responsible for the lawful collection and use of personal data they enter into the system.

When you submit an inquiry to us

If you contact us directly (e.g., by email, phone, or through the website), we may collect your name, email address, and phone number to respond to your request.

We keep inquiry records for two years, after which they are archived and securely deleted after seven years.

Cookies and technical information

When you visit our website, we collect limited technical data such as IP address, browser type, and usage statistics. This helps maintain site performance and security.

We also use cookies and analytics tools (including heat mapping) to understand how visitors interact with our site, so we can improve usability and user experience. For non-essential cookies and analytics tools, we ask for your consent before collecting this data.

Data storage and retention

- **Partner account data:** Retained as long as your organization has an active subscription, and for up to seven years thereafter for legal and tax purposes.
- **Incident data (guest/third-party information):** Retained in accordance with the partner's settings and instructions. Partners may delete data at any time, and we comply with their requests as the processor.

Your rights

If you are a partner (organization), you may contact us to:

- Access or correct your account information.
- Request deletion of your account details when no longer required.

If you are an individual whose data is entered into the system by a partner, your rights (such as access, correction, or deletion) must be exercised by contacting the partner directly, as they are the data controller. We will support our partners in responding to such requests.

Updates to this privacy policy

We may update this policy from time to time. The latest version will always be posted on our website, with the date updated accordingly.