InSkill Privacy Policy

Effective date: November 3, 2026

1. Who We Are and What This Policy Covers

InSkill, Inc. ("InSkill," "we" or "us") provides an AI platform that turns product expertise into copilots for industrial equipment. This policy explains how we collect, use, share, store, keep, protect and delete personal information.

It covers all InSkill services, applications and platforms: the InSkill web and mobile applications, InSkill for Microsoft Teams, copilots embedded in other applications and websites, our APIs, and inskill.ai (together, the "Services"). It does not cover third-party sites or services that the Services link to.

- **Data in a customer's account.** Our business customers decide which users and content go into their InSkill account. For that data, InSkill processes personal information on the customer's behalf, under the customer's agreement and Data Processing Addendum with us. The customer's own privacy notice also applies.
- **Our own data.** For website visitors, sign-ups, billing and marketing, InSkill decides how personal information is used and is responsible for it.

2. Information We Collect

Category	Examples	Where it comes from
Account and contact	Name, business email, company, job title, sign-in credentials	You or your organization's administrator
Microsoft 365 identity	Teams display name, email, Microsoft 365 user and tenant identifiers	Microsoft Teams, when you use InSkill for Teams
Questions and content	Questions, messages, images and files you send; manuals, procedures and service records your organization adds	You and your organization
Usage and log data	IP address, device and browser type, features used, timestamps, errors	Collected automatically when you use the Services
Support and feedback	Support requests, answer ratings, reports of harmful content	You
Billing	Billing contact and transaction records. Card details are handled by our payment provider, not stored by InSkill	You and our payment provider

3. How We Use Information

We use personal information to:

- provide, operate and support the Services, including generating AI answers;
- sign users in and keep the Services secure;
- bill for paid subscriptions;
- send invitations, notifications and other service emails;
- send marketing emails, which you can opt out of at any time;
- improve the Services, using only de-identified data;
- produce aggregate usage reports that do not identify individuals; and
- comply with the law and enforce our agreements.

We do not sell personal information, and we do not use it for targeted advertising.

How we use AI. When you ask a question, we send it with relevant content from your copilots to Azure OpenAI Service, which runs in InSkill's own Microsoft Azure tenancy and generates the answer. Neither InSkill nor its AI providers use your data to train AI models. Before we turn a customer's emails or service tickets into reusable solutions, we remove personal information from them.

4. Who We Share Information With

Subprocessors. We use subprocessors to run the Services. Each is bound by a written contract with data protection obligations at least as protective as ours. The current list, with what each does and where it processes data, is at inskill.ai/legal.

Others we share with:

- **Your organization.** Your organization's administrators can see your account details and activity in its InSkill account.
- **Copilot publishers.** Some copilots are published by another company, such as an equipment manufacturer. By default, that publisher receives the questions and answers from its copilot with personal information removed. Your organization can turn this off. Publishers also receive monthly counts of how often each subscribing organization used their copilot, without user names.
- **Payment providers,** to process payments for paid subscriptions.
- **Legal and safety.** When the law requires it, or to prevent fraud, protect security or protect someone's safety.
- **Business transfers.** A buyer or successor if InSkill is involved in a merger, acquisition or sale of assets. That buyer must follow this policy.

5. Where Information Is Stored

We store and process personal information in Microsoft Azure data centers in the United States. Our main region is US West, and US East is used for disaster recovery. AI answers are translated by the AI itself as it generates them. Tasks and solutions are translated by DeepL in Germany, or by Google Cloud Translation in the United States for languages DeepL does not support. Images are stored by Cloudinary and service emails are sent by Mailchimp, both in the United States.

When personal information from the European Economic Area, the United Kingdom or Switzerland is transferred to the United States, we protect it with the European Commission's Standard Contractual Clauses. For UK transfers we add the UK International Data Transfer Addendum, and for Swiss transfers we adapt the clauses as Swiss law requires.

6. How Long We Keep Information and How It Is Deleted

Information	How long we keep it
Customer account content and user data	For the length of the subscription. We delete it within 30 days of the customer's request. If there is no request, we delete it 12 months after the subscription ends, so a returning customer can reactivate. Copies in backups are deleted within 90 days after that
Usage and log data	As long as needed for security, troubleshooting and support, then deleted or de-identified
Billing records	As long as tax and accounting law requires
Marketing contacts	Until you unsubscribe or ask us to delete your details
De-identified and aggregate data	May be kept, because it does not identify anyone

Asking for deletion. If you use InSkill through your organization, ask your organization's administrator, or email us and we will pass your request on. For data InSkill controls, email us and we will delete it after confirming your identity, unless the law requires us to keep it.

7. How We Protect Information

InSkill holds a SOC 2 Type II report, issued after an independent audit of our security controls. Our controls include:

- encryption of data in transit and at rest;
- separate accounts for each customer organization, with access limited to that organization's users;
- role-based permissions that each customer's administrators control;
- staff access limited to those who need it, with confidentiality obligations and security training;
- backups and disaster recovery in a second US region;
- regular testing and review of our security measures; and

- notice to affected customers within 72 hours of our becoming aware of a personal data breach affecting their data.

More detail is in our Trust Center. No system is completely secure, but we work to protect your information and fix any issue quickly.

8. Cookies

Cookies are small files stored by your browser. We use them to keep you signed in, protect the Services and understand how the website and applications are used. Some analytics and service partners may also set cookies. You can block or delete cookies in your browser settings, but some features may then stop working.

9. Your Rights

Depending on where you live, you may have the right to access, correct, delete or export your personal information, to object to or restrict how we use it, and to withdraw consent. To make a request, email privacy@inskill.ai with "Privacy" in the subject line. We will confirm your identity and respond within 30 days. If your information is in your organization's InSkill account, we will work with your organization to respond. You may also complain to your local data protection authority.

10. Children

The Services are for businesses and are not meant for children under 16. We do not knowingly collect personal information from them.

11. Changes to This Policy

We will post any update on this page with a new effective date. We will notify customers of material changes by email or in the Services.

12. Contact Us

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