Project URL: https://www.getmyai.ai
URL Slug: https://www.getmyai.ai/gdpr-compliance

GDPR Compliance & Data Protection

GetMyAI processes personal data in accordance with the General Data Protection Regulation (GDPR) for users and organisations located in the European Union (EU) and the European Economic Area (EEA). Our approach to GDPR is practical and operational. We focus on processing data lawfully, maintaining accountability, and handling personal data responsibly based on current product capabilities.

This statement provides an overview of GetMyAI's GDPR compliance approach and reflects how personal data is currently processed within the platform.

Our Approach to GDPR

We apply the core GDPR principles across our systems and internal processes.

Lawfulness, fairness, and transparency
Personal data is processed only where a recognised legal basis applies, primarily to provide and operate the service. Information about how data is used is made available in clear and accessible terms.

Purpose limitation
Personal data is collected for defined purposes connected to the delivery, operation, and security of our services. It is not reused for unrelated activities.

Data minimisation
We limit data collection to what is necessary to operate the platform, provide support, maintain security, and meet operational and contractual obligations.

Accuracy and accountability
Internal access controls, operational procedures, and review mechanisms are maintained to support responsible data handling.

Considerations relating to privacy and security are addressed throughout the lifecycle of our services, including system design, development, and day-to-day operations.

Roles Under GDPR

Depending on the context, GetMyAI may act as:

- A data controller for account administration, authentication, billing, and platform management data.

- A data processor, when processing customer-submitted data on behalf of organisations using the platform.

Where GetMyAI acts as a data processor, processing is governed by contractual terms agreed with the customer.

Data We Process and Why

Depending on how the platform is used, GetMyAI may process the following categories of data:

- Account and user information such as email address, name, phone number, timezone, authentication credentials (hashed), and profile details
- Usage and interaction data, including configuration data, platform activity, analytics, and AI request metadata
- Support and communications data submitted through customer support channels

This data is processed for specific and limited purposes, including:

- Operating and maintaining the platform
- Providing customer support and responding to enquiries
- Protecting system integrity, availability, and security
- Monitoring performance and improving service reliability
- Complying with legal and contractual requirements

GetMyAI does not sell personal data. Data is disclosed only where legally required or shared with service providers necessary to operate the service under confidentiality and security obligations.

Enterprise Data Processing and AI Handling

For enterprise customers, GetMyAI may process additional configuration, workflow, and organisational data as required to deliver the service.

Data segregation and access control
Enterprise data is logically isolated by organisation within a multi-tenant architecture. Access is restricted to authorised personnel and governed by role-based controls.

AI data usage
Data provided to AI models is used solely to generate requested outputs. Enterprise data is not used to train shared or global AI models.

Logging and retention
Interaction logs may be retained temporarily for security monitoring, debugging, and

performance optimisation. Logs are deleted in line with plan-based retention rules. Personal identifiers are not intentionally used for analytics or model training.

Data Retention

Personal data is retained based on service plans and operational requirements.

- Free plan agent data is deleted after 14 days of inactivity
- Paid plan data is retained during the subscription period and for up to 60 days after expiration
- Support communications are retained for service and compliance purposes

Deleted data is removed from backups within 7 days. At present, data is deleted rather than anonymised when retention periods expire or upon valid deletion requests, subject to legal obligations.

Rights of Individuals Under GDPR

Individuals whose data is processed under GDPR may exercise applicable rights, subject to conditions and limitations, including the right to:

- Request access to personal data
- Request correction of inaccurate or incomplete data
- Request deletion of personal data where appropriate
- Request restriction of processing in certain circumstances
- Object to specific processing activities, including direct marketing

Requests are handled through operational and manual processes where required and are responded to in line with GDPR timelines.

Requests should be directed to **support@getmyai.ai**.

Security Measures

GetMyAI applies technical and organisational measures intended to protect personal data, including:

- Encryption of data during transmission and storage
- Access controls based on user roles and necessity
- Secure authentication mechanisms
- Ongoing monitoring and logging of system activity
- Periodic security reviews and testing

Access to personal data is restricted to authorised personnel and subject to oversight.

International Data Transfers

Customer data is hosted on Amazon Web Services (AWS) infrastructure located in the United States (us-east-1). Where personal data is processed outside the EU or EEA, transfers occur through established cloud infrastructure providers. Transfer safeguards are assessed based on contractual and operational requirements.

Cookies and Similar Technologies

Cookies and related technologies are used to support essential platform functionality and performance monitoring. Cookie consent and preference management mechanisms will be introduced where required by applicable regulations.

Updates and Contact Information

This statement may be updated to reflect changes in legal requirements, product functionality, or operational practices. The current version is always available on this page.

For enquiries relating to data protection or GDPR compliance:

Email: support@getmyai.ai

Website: www.getmyai.ai