PRIVACY POLICY

Conciat Software

Effective Date: November 12, 2026
Last Updated: November 12, 2026

1. Introduction

Consciat Inc. DBA Conciat Software (“Conciat,” “Company,” “we,” “us,” or “our”) is committed to protecting the privacy and security of personal information entrusted to us.

This Privacy Policy explains how we collect, use, process, disclose, retain, and protect information when individuals or businesses visit our website, communicate with us, engage our professional services, or use software solutions developed, operated, or supported by Conciat.

Our services include custom software development, artificial intelligence (AI) solutions, business process automation, system integration, data analytics, business intelligence, IT consulting, and related technical services (collectively, the “Services”).

This Privacy Policy applies to information processed by Conciat in connection with these activities. Software products or customer-specific solutions may be subject to additional privacy notices, service agreements, or data processing agreements.

2. Information We Collect

Depending on the nature of our relationship with you, we may collect and process the following categories of information.

2.1 Personal and Business Contact Information

- Name, company name, and job title.
- Email address, telephone number, and business address.
- Contact details provided through website forms, email, telephone, or other communication channels.
- Information submitted when requesting proposals, demonstrations, consultations, or support.

2.2 Business and Project Information

When providing professional services, Conciat may receive information necessary to understand, develop, integrate, maintain, or support a customer’s software and business processes.

This may include business records, operational information, technical documentation, database structures, project specifications, and other information authorized by the customer.

2.3 Technical and Website Usage Information

When visitors access our website or online services, we may collect:

- IP address and approximate location derived from IP address.
- Browser type, operating system, and device information.
- Pages visited and website interaction information.

- Referring websites and access timestamps.
- Cookies and similar technologies, where implemented.

2.4 Financial and Transaction Information

We may process business billing information, payment records, invoices, and transaction details necessary to administer customer relationships and provide contracted services.

Where third-party payment processors are used, payment information may be processed directly by those providers.

2.5 Customer-Controlled Information

When Conciat develops, hosts, integrates, or supports software for customers, those customers may provide access to information concerning their employees, customers, vendors, contractors, and other individuals.

Such information may include personal, financial, operational, or other business-related records.

Conciat processes this information in accordance with applicable contractual obligations, customer instructions, and legal requirements.

3. How We Use Information

Conciat may use collected information for the following purposes:

- To provide, operate, maintain, and support our Services.
- To respond to inquiries, prepare proposals, and manage customer relationships.
- To design, develop, test, deploy, and maintain custom software solutions.
- To implement AI solutions, automation workflows, and system integrations.
- To provide technical support, troubleshooting, and software maintenance.
- To manage contracts, invoices, payments, and other administrative activities.
- To improve our website, service quality, and operational efficiency.
- To communicate service updates, security notices, and relevant business information.
- To prevent fraud, unauthorized access, misuse, and other security incidents.
- To comply with legal obligations and protect our legitimate business interests.

Where required by applicable law, Conciat will obtain consent or rely on another appropriate legal basis for processing personal information.

4. Customer Data Ownership and Processing

Conciat recognizes that information provided by customers through their business systems and software applications is an important business asset.

Customers retain their ownership rights in the business data, documents, records, and other information they provide to Conciat or maintain within their software solutions.

Unless otherwise agreed in writing, Conciat processes customer-controlled information for the purpose of delivering, maintaining, securing, supporting, and improving the contracted Services.

Depending on the circumstances and applicable privacy laws, Conciat may act as a data processor or service provider on behalf of its customers, while the customer acts as the data controller or business responsible for determining how personal information is collected and used.

Customers remain responsible for establishing appropriate legal grounds for collecting and processing information within their business operations.

Conciat's ownership of its software, source code, methodologies, frameworks, and intellectual property is governed by the applicable service agreements and is separate from ownership of customer data.

5. Artificial Intelligence and Automation

Conciat develops and implements artificial intelligence, AI-assisted software, autonomous agents, and automated business processes.

Depending on the solution and the customer's authorization, these technologies may process business information, documents, communications, images, financial records, and operational data to perform specific functions.

AI-enabled Services may include:

- Document extraction, classification, and analysis.
- Business workflow automation.
- Data analysis and operational recommendations.
- Customer communication assistance.
- Software development and technical support.
- Automated monitoring, notifications, and reporting.
- AI agents performing tasks within defined permissions and workflows.

5.1 Third-Party AI Providers

Certain AI functionalities may rely on third-party technology providers. When applicable, information may be transmitted to these providers for processing in accordance with the relevant service arrangements, technical configurations, and contractual obligations.

The handling, retention, and potential use of information by third-party AI providers depend on the applicable provider terms and agreements.

5.2 AI Authorization and Human Oversight

AI systems may operate according to permissions, business rules, approval requirements, and other controls established for a particular solution.

Where implemented, sensitive or consequential actions may require human review or authorization.

AI-generated information may contain inaccuracies and should be reviewed when appropriate, particularly for important financial, legal, operational, or business decisions.

5.3 AI Model Training

The use of customer information for AI model training or improvement depends on the specific service, provider configuration, contractual arrangements, and applicable customer authorizations.

Conciat will handle such information in accordance with applicable agreements and legal requirements.

6. Disclosure and Sharing of Information

Conciat does not disclose personal information to unrelated third parties for purposes inconsistent with this Privacy Policy, applicable agreements, or legal requirements.

We may share information in the following circumstances.

Service Providers: With authorized providers supporting hosting, infrastructure, software development, analytics, communications, payment processing, technical support, and other business functions.

Technology and Integration Providers: With third-party platforms when necessary to implement integrations or deliver services authorized by customers.

Professional Advisors: With legal, accounting, auditing, and other professional advisors when reasonably necessary.

Legal Obligations: When disclosure is required by applicable law, valid legal process, or governmental authority.

Business Transactions: In connection with a merger, acquisition, financing, restructuring, or sale of business assets, subject to applicable confidentiality and legal requirements.

Protection of Rights: When reasonably necessary to investigate security incidents, prevent fraud, enforce agreements, or protect the rights and safety of Conciat, its customers, or others.

We expect service providers processing information on our behalf to handle that information in accordance with applicable contractual and legal obligations.

7. Third-Party Software and Integrations

Conciat develops solutions that may connect to third-party business systems, including accounting software, CRM platforms, project management applications, cloud storage services, communication platforms, and other business technologies.

When customers authorize these integrations, information may be exchanged between systems to provide the requested functionality.

The information transferred depends on the nature of the integration, the permissions granted, and the customer's configuration.

Third-party services may operate under their own privacy policies, security practices, and contractual terms.

Conciat is not responsible for the independent privacy practices of third parties, except to the extent required by applicable law or contractual obligations.

8. Information Security

Conciat recognizes the importance of protecting personal and business information against unauthorized access, disclosure, alteration, destruction, or loss.

We seek to apply administrative, technical, and organizational safeguards appropriate to the nature of the information and the Services provided.

Depending on the system and contractual requirements, these safeguards may include access restrictions, authentication mechanisms, encryption, backup procedures, system monitoring, and security management practices.

Access to customer information is intended to be limited to authorized personnel and service providers with a legitimate business need.

No internet-based service, software platform, or electronic storage system can be guaranteed to be completely secure.

In the event of a security incident involving personal information, Conciat will assess its obligations and provide notifications as required by applicable law and contractual commitments.

9. Data Retention and Deletion

Conciat retains personal information only for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy, provide contracted Services, satisfy legal obligations, resolve disputes, and protect legitimate business interests.

Retention periods may vary depending on:

- The nature of the information.
- Applicable customer agreements.
- Legal, regulatory, and accounting requirements.
- Operational and security requirements.
- Backup and disaster recovery procedures.

Upon termination of a customer relationship, the handling, export, return, retention, or deletion of customer-controlled information will be governed by applicable agreements, legal requirements, and the technical capabilities of the relevant system.

Where appropriate and legally permissible, customers may request deletion or return of information under Conciat's control.

Certain records may be retained when required by law or reasonably necessary for legitimate purposes.

10. Cookies and Website Analytics

Our website may use cookies and similar technologies to support website functionality, understand visitor activity, and improve user experience.

Cookies may include essential cookies required for website operation and optional analytics or other technologies, depending on the services implemented.

Visitors may be able to manage cookies through their browser settings or available website consent controls.

Where applicable law requires consent for non-essential cookies or tracking technologies, Conciat will seek that consent before using them.

11. Privacy Rights

Depending on applicable privacy laws and your jurisdiction, you may have rights concerning your personal information, including:

- Requesting access to personal information.
- Requesting correction of inaccurate information.
- Requesting deletion of eligible information.
- Requesting information about certain processing or disclosure activities.
- Objecting to or restricting certain processing activities.
- Requesting data portability where applicable.
- Withdrawing consent where processing is based on consent.
- Appealing certain privacy request decisions where applicable law provides that right.

These rights are subject to legal exceptions and limitations.

When Conciat processes personal information on behalf of a customer, privacy requests relating to that information may need to be directed to the customer responsible for the data.

Conciat will respond to verified privacy requests within the timeframes required by applicable law.

12. International Data Processing

Conciat operates in the United States and may use technology providers, infrastructure, or authorized personnel located in other countries.

Accordingly, information may be processed or accessed outside the country where it was originally collected.

Where required by applicable law, Conciat will implement appropriate contractual or other legally recognized safeguards for international transfers of personal information.

13. Children’s Privacy

Conciat’s corporate website and business Services are intended primarily for businesses and professional users.

Our Services are not directed to children under the age of 13, and we do not knowingly collect personal information directly from children under 13 through our corporate website.

If we become aware that such information has been collected without an appropriate legal basis, we will take appropriate steps consistent with applicable law.

Customer-specific applications serving children or educational institutions may be subject to additional contractual terms and privacy requirements.

14. Marketing Communications

Conciat may contact business representatives regarding our services, software solutions, business updates, and other relevant professional communications.

Recipients may request to stop receiving promotional communications by following available unsubscribe instructions or contacting us directly.

Operational, contractual, and security-related communications may continue when necessary to provide Services or comply with legal obligations.

15. Third-Party Websites

Our website or Services may contain links to third-party websites or applications.

Conciat does not control the content or privacy practices of independently operated third-party websites.

We encourage visitors to review the privacy policies of those services before providing personal information.

16. Changes to This Privacy Policy

Conciat may update this Privacy Policy periodically to reflect changes in our Services, business operations, technology, legal obligations, or privacy practices.

The updated version will be published on our website with a revised effective date.

Where required by applicable law, we will provide additional notice or obtain consent before implementing material changes.

17. Contact Information

For questions, concerns, or requests regarding this Privacy Policy or the processing of personal information, please contact:

Conciat Inc.
South Florida, United States
Website: https://www.conciat.com
Email: **[Insert designated privacy contact email]**

Requests concerning personal information processed on behalf of a Conciat customer may be referred to the relevant customer when appropriate.

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