

BLITZSUPPORT PRIVACY POLICY

Last updated: February 12, 2026

1. Introduction

This Privacy Policy explains how BlitzSupport collects, uses, and protects personal data. BlitzSupport is a B2B SaaS platform that helps companies manage customer support interactions.

BlitzSupport is provided by aiGonomic GmbH.

When business customers use BlitzSupport to process personal data (such as their end-users' support tickets), they act as the data controllers of that data, and BlitzSupport operates as a data processor on their behalf. For personal data that BlitzSupport collects directly (for example, account registration details and website usage data), BlitzSupport is the data controller.

We are committed to handling personal data in compliance with applicable privacy laws. By using BlitzSupport, you acknowledge this Policy.

2. Data We Collect

BlitzSupport may collect and process the following categories of personal data:

- **Account Information:** When you sign up or are invited to BlitzSupport, we collect information such as your name, business email address, password (stored in hashed form), and any profile details you choose to provide.
- **Customer Support Content:** Our platform processes the content that you and your end-users input. This includes support tickets, email threads, chat messages, attachments, and other communications handled via BlitzSupport. These may contain personal data (e.g., names, contact information, or other information about your customers or employees included in support requests). BlitzSupport does not require any special categories of personal data, so please avoid uploading sensitive personal data unless necessary.
- **Usage and Technical Data:** We collect data about how you access and use BlitzSupport. This includes IP addresses, device and browser type, pages or features used, timestamps, and cookies or similar tracking technologies that are necessary for service functionality. For example, we use a session cookie to keep you logged in and may use analytical data to understand feature usage and improve user interface design.
- **Support and Contact Data:** If you contact us for support or feedback, we will collect the information you provide in that correspondence (such as your contact details and a description of your issue) and any follow-up communications.
- **AI Interaction Data:** When you use BlitzSupport's AI features, we record the inputs you provide to the AI (e.g., prompts, conversation threads, and related content) and the AI outputs generated for you. We use this to deliver the AI functionality, maintain context, support troubleshooting, improve prompt quality and system performance, and enforce security and usage policies.

3. How We Use Personal Data

We use the collected data to operate, provide, and improve the BlitzSupport platform. Specifically, your personal data is used for the following purposes:

- **Providing the Service:** To authenticate users, enable core platform features (ticket management, AI support assistant, etc.), and process support interactions.
- **AI-Powered Features:** To power BlitzSupport's AI features, such as generating draft responses or summarizing support threads. Full-thread content and attachments may be sent to our integrated AI language model in these cases. The AI will analyze that data to produce the requested output.
- **Communications:** To send you service-related communications. This includes administrative emails (e.g., important updates, security alerts, password resets) and, if you opted in, occasional product news or tips. Outbound emails drafted by the AI require human review and approval before they are actually sent to your customers, ensuring you remain in control of communications.
- **Improvement and Analytics:** To research and improve BlitzSupport. We may analyze usage patterns, feedback, and performance data (in aggregated or pseudonymized form) to fix bugs, optimize user experience, and develop new features.
- **Security and Abuse Prevention:** To monitor, prevent, and address fraud, unauthorized access, and other harmful activities.
- **Legal Compliance:** To comply with applicable legal obligations.

Our legal bases under applicable privacy laws for processing personal data include: performance of a contract, legitimate interests (such as improving our platform, ensuring security, and providing customer support), consent (for optional use cases like marketing emails or certain cookies), and compliance with legal obligations.

4. Data Sharing and Disclosure

We respect the confidentiality of your data and do not share personal data with third parties except in the following situations:

- **Authorized Service Providers (Subprocessors):** We use vetted third-party service providers to help us operate and support BlitzSupport (for example, hosting, email delivery, and AI-related services). Each provider receives only the minimum personal data necessary to perform its function and is bound by contractual data protection obligations. A current list of subprocessors is available upon request.
- **Within Your Organization:** If you are using BlitzSupport as part of an organization, certain data like your name, email, and activity within the platform may be visible to other authorized users in your organization.
- **Legal Requirements:** We may disclose personal data if required to do so by law or in response to valid requests by public authorities.
- **Business Transfers:** If BlitzSupport (or its operating company) is involved in a merger, acquisition, or sale of all or a portion of its assets, your data may be transferred to the new owner.
- **No Selling of Personal Data:** We do not sell personal data to third parties. We also do not share personal data with third-party advertisers or ad networks.

5. International Data Transfers

BlitzSupport is committed to storing and processing data in compliance with international data protection requirements. Primarily, customer data is hosted within the European Union. However, some subprocessors may process data in other jurisdictions. Whenever personal data is transferred outside of the country or region it originated (such as the European

Economic Area), we ensure appropriate safeguards are in place (for example, Standard Contractual Clauses or other lawful transfer mechanisms, where required).

If you or your organization prefer to restrict data processing to certain regions, please contact us to discuss available options.

6. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes outlined in this Policy or as required by applicable law:

- **Account Data:** We keep your account information while your BlitzSupport account is active. If you deactivate or your organization terminates its contract, we will delete or anonymize your personal data within a reasonable period, except where needed to comply with legal obligations.
- **Support Content:** Content like tickets, messages, and attachments are retained until you or your organization deletes them. After contract termination, we will delete remaining customer content from our live systems after 30 days, unless otherwise instructed by the customer. Backups containing personal data will be fully purged within 90 days after deletion from live systems.
- **AI Interaction Logs:** BlitzSupport may retain the prompts and AI outputs associated with your user account to maintain conversational context and for security, abuse prevention, and compliance purposes. These logs are stored securely and typically follow the same retention period as other support content.
- **Platform Usage and Technical Data:** If we collect platform-related usage analytics or essential cookie data, we will retain this data for 13 months or as required.

After the applicable retention period, personal data will either be securely deleted or anonymized.

7. Your Rights and Choices

Depending on your location and applicable privacy laws, you may have certain rights regarding your personal data:

- **Access and portability:** Request access to your personal data and, where applicable, receive it in a commonly used, machine-readable format.
- **Rectification:** Request correction of inaccurate or incomplete personal data.
- **Erasure:** Request deletion of your personal data, subject to legal and contractual limitations.
- **Restriction of processing:** Request that we limit processing of your personal data in certain circumstances.
- **Objection:** Object to certain processing, including processing based on legitimate interests, where applicable.
- **Withdraw consent:** Where processing is based on consent, you may withdraw consent at any time.

How to exercise your rights: If you are an end-user of one of our business customers, please contact that organization first, as they act as the data controller for customer support content processed in BlitzSupport. You may also contact BlitzSupport directly using the details in Section 10, and we will respond in line with applicable law.

If you believe your rights have been infringed, you may have the right to lodge a complaint with a competent supervisory or data protection authority, depending on your location.

8. Data Security

We take the security of your data seriously. BlitzSupport implements technical and organizational measures designed to protect personal data against unauthorized access, alteration, disclosure, or destruction. These measures include encryption in transit (HTTPS/TLS), encryption at rest where supported by our infrastructure, role-based access controls, regular security updates, and monitoring and logging to detect suspicious activity.

Despite our efforts, no security method is 100% infallible, and we cannot guarantee absolute security. However, we maintain incident response procedures and, in the event of a personal data breach, we will notify affected customers and users as required by applicable law.

9. Updates to this Policy

We may update this Privacy Policy from time to time to reflect changes in our technology, operations, or legal obligations. When we make material changes, we will notify our customers and/or users by email or via an in-app notification, and update the “last updated” date at the top of the policy. Continued use of BlitzSupport after an update constitutes your acceptance of the revised Policy.

10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at:

- Company: aiGonomic GmbH
- Email: privacy@aigonomic.com
- Address: aiGonomic GmbH, Ghersburgstraße 4I, 83043 Bad Aibling, Germany