

Oti

Privacy Policy

Version 0.1.1
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Key Points

The team at Oti believe that a user's privacy is of paramount importance in any modern application. We think that the easiest and most transparent way to deal with private information is simply not to hold it. As such Oti holds the least amount of information about its users as possible. For those with an administrative role at an organisation we only hold your work email & full name. For those using the apps we only hold your work email. We use this information purely to allow you to login and to email you if required.

We won't ever sell or pass your personal information to a third party for any purpose unless required to do so by law.

We link your email to your interactions with our systems purely for the purposes of an audit trail (if you are a document administrator) or to learn how and when users use particular guidelines (if you are an app user).

Simply put, we retain the minimum amount of information about our users and we do so purely to improve the system on their behalf. We don't use, sell or share your private information for any other purpose

What do we hold and how do we get it?

Email Address - Whether you are an administrative user using Oti's guideline management system or an app user, you login using your work email address. Whilst this doesn't have to be identifiable, they usually contain your name or some component of it. As such we never share, sell or rent these emails to third parties and will only ever use them for login purposes or when we need to contact you about Oti specifically.

Passwords - If you are an administrative user using Oti's guideline management system you will use a personal password to login. These passwords are protected with industry standard irreversible hashing algorithms. As such no one, including the Oti team, can find out what your password is. If you are an app user, your organisation will provide you with an organisation wide app password, these are also protected in the above fashion.

Names - If you are an administrative user using Oti's guideline management system, we will hold your full name. We do this for a number of reasons. Firstly, it allows other users on your team to easily identify you. Secondly, it allows us to personalise your experience throughout the system. For example, we can greet you properly in an email. Oti app users don't provide their full names. We never share, sell or rent this information to a third party.

Job Roles - Administrative users don't provide us with their job role. App users provide us with their current job role when logging into the app (and update it when they change roles). This information is used purely to provide your organisation with key metrics to improve their guidelines for you in the future. We never share, sell or rent this information to a third party.

Information we collect about your use of the system

For both app users and users of Oti's guideline management system we collect key metrics regarding your use of the system to generate an audit trail and help improve our services in the future. We never share, sell or rent this information to a third party with the exception of the organisation whose data you are using. Specific data that is collected is outlined below for each user group:

Guideline management system user:

- When you create a department - we record all the data about the department as well as when you did it.
- When you create a user - we record all the data about that user as well as when you did it.
- When you delete a device - we record which device was deleted and when you did it.
- When you send a notification - we record the content of the notification as well as when you sent it.

- When you upload a guideline - we record the content of the guideline as well as when it was uploaded.
- When you approve a guideline for publication - we record that you did it and when you did it.
- When you reject a guideline we record that you did it and when you did it.
- When you remove a guideline - we record when you did it.
- When you add, edit or remove a tag - we record that you did it and when you did it.

App users:

- When you login, we record when you did it, your email address and your current job role as well as a unique device ID for your mobile device.
- When you make a search that doesn't produce any results we record the missed search terms.
- When you view a guideline we record when you did it and which guideline you viewed.
- When you download a guideline we record when you did it and which guideline you viewed.
- When you update your current role, we record your new role and when you updated it.
- When you send us a support request, we record your email, the content of your support request and your phone number if you have chosen to share it with us.

When is your information shared:

We don't share, sell or rent your information to any third parties with the exception of the organisation who's data you are accessing. We only share anonymous usage metrics with the organisation. The only exception is in the case of

a user uploading or approving a guideline or publishing a notification which contained data which broke local policy or the law.

If an incident occurred where we reasonably believed it necessary to share data in order to satisfy a valid and legally enforceable warrant, court order, law, or other judicial or administrative order, we would do so.

If Oti, or its parent organisation Nullpoint Ltd, were to go through a change of ownership we would attempt to keep your information private as stated above. If this appeared to be impossible we would notify you of any changes to the privacy policy at which point you could elect to have your personal information removed from the system.

How does Oti Ai user your data?

Oti Ai has access to a massive dataset, it consumes guidelines from within its network as well as publicly available guidelines from outside. It also has access to aforementioned metadata about how our users use the system. No personal information is ever consumed, processed or produced by Oti AI. It doesn't need to know who is doing what, just what is being done. So, that is all we let it know.

How long do we keep your data?

As the data we collect (outlined above) has a key role in the ongoing performance of the system as well as constituting a key component of Oti's built in audit trails, we will keep this data indefinitely. By using the system you are agreeing to these terms.

Updates to the privacy policy

Any change to the content of our privacy policy will be accompanied by an email to all our registered users of both the apps and the guideline management portal. No notifications will be sent regarding small changes such as grammatical or spelling errors.

Contact Us

If you have any further questions or concerns about this policy, please email us at support@oti-app.co.uk and we will get back to you as soon as possible.