

Privacy Policy

Optiverse AG

Effective Date: 13.01.2026

1 Introduction

Optiverse AG ("Optiverse", "we", "us") provides a cloud-based platform for meeting recording, transcription, and AI-assisted collaboration (the "Service"). This Privacy Policy applies to self-service users and explains how we process personal data when you use our Service, visit our website, or otherwise interact with us.

Enterprise notice: Enterprise customers are governed by separate contractual agreements, including a Data Processing Agreement (DPA), which may take precedence over this Privacy Policy in the event of any conflict.

2 Roles and Responsibilities

To comply with the Swiss Federal Act on Data Protection (FADP) and the GDPR, we distinguish between our roles based on the data processed:

- **2.1 Optiverse as Controller:** We act as a Data Controller for **Account and Usage Data** (e.g., registration details, billing information, and technical logs). We determine the purposes and means of this processing to manage your subscription and secure our platform.
- **2.2 Optiverse as Processor:** For **Meeting and Content Data** (e.g., your recordings, transcripts, summaries, and notes), you (the user) are the Controller, and Optiverse acts as the Data Processor. We process this data solely on your instructions and in accordance with this Policy.
- **2.3 User Responsibility:** As the Controller of Meeting and Content Data, you are responsible for complying with applicable laws in your jurisdiction, including any consent and notification obligations toward meeting participants. **Optiverse does not obtain such consents on your behalf** and does not determine the purposes for which you process meeting content.

3 Personal Data We Process

- **3.1 Account and Usage Data:** Name, email address, organization information, authentication logs, and subscription/billing information.

- **3.2 Meeting and Content Data:** Audio and video recordings, transcripts, AI-generated summaries, notes, and metadata.
- **3.3 Technical and Log Data:** IP address, approximate location, browser type, device information, and performance logs.

4 Purpose and Legal Basis for Processing

As a Controller, we rely on the following legal grounds for processing your data:

Data Category	Role	Legal Basis (GDPR / Swiss FADP)
Account & Billing	Controller	Performance of a Contract
Technical Logs	Controller	Legitimate Interest (Security & Stability)
Product Emails	Controller	Consent (Withdrawal possible at any time)
Meeting Content	Processor	Customer Instructions

5 AI Features and Data Use

- **No Training:** Your meeting and content data is **not** used to train general-purpose AI models or third-party AI models without your explicit consent.
- **Automated Decision-Making:** While we use AI for transcription and summaries, these are support tools. We do not use your personal data for automated decision-making that produces legal or significant effects on you.

6 Data Sharing and Subprocessors

We share personal data with trusted subprocessors strictly necessary to operate the Service, including cloud infrastructure, AI services, and payment processors (e.g., Stripe). All subprocessors are contractually bound to data protection obligations equivalent to GDPR and Swiss law. A current list of subprocessors is available upon request.

7 Data Location and International Transfers

Personal data is stored and processed in Switzerland or Germany. Where data is transferred outside these locations, we rely on appropriate safeguards such as EU Standard Contractual Clauses (SCCs).

8 Data Retention and Deletion

- **Meeting Deletion:** Text-based data (transcripts, summaries, metadata) is deleted immediately upon meeting deletion. Video recordings are retained for up to 30 days to allow recovery, after which they are permanently deleted.

- **Account Deletion:** Personal data associated with the account is deleted within 24 hours of account closure. Video recordings are retained for up to 30 days to allow recovery, after which they are permanently deleted.

9 Security Measures

We implement appropriate technical and organizational security measures, including TLS 1.3 encryption in transit and AES-256 encryption at rest, as well as strict role-based access controls and data isolation.

10 Data Breach Notification

In the event of a personal data breach, we will comply with applicable breach notification requirements under the GDPR and Swiss FADP. Where required, we will notify the competent supervisory authority. Where notification to affected individuals is required by law, we will provide such notice without undue delay.

11 Cookies (Integrated Cookie Policy)

We use cookies to provide, secure, and improve our Service:

- **Essential Cookies:** Strictly necessary for core functionality (e.g., authentication and security). These cookies are automatically enabled as they are required for the Service to function.
- **Functional & Analytical Cookies:** Used to remember settings and understand platform performance. These cookies are only activated if you provide consent via our cookie banner when you first visit our Service.
- **Management:** You can manage or block cookies through your browser settings or withdraw consent at any time through your account settings. Please note that blocking essential cookies may prevent the Service from functioning correctly.

12 Your Rights

Depending on your location, you have the following rights regarding your personal data:

- **Right to Access:** You may request access to your personal data we hold about you.
- **Right to Rectification:** You may request correction of inaccurate or incomplete personal data.
- **Right to Erasure:** You may request deletion of your personal data.
- **Right to Restriction:** You may request restriction of processing of your personal data.

- **Right to Data Portability:** You may request to receive your personal data in a structured, commonly used, and machine-readable format, and have the right to transmit that data to another controller.
- **Right to Object:** You may object to processing of your personal data based on legitimate interests.
- **Right to Withdraw Consent:** Where processing is based on consent, you may withdraw consent at any time for marketing communications or optional features.
- **Right to Lodge a Complaint:** You have the right to lodge a complaint with the Swiss Federal Data Protection and Information Commissioner (FDPIC) or, if you are located in the EU/EEA, with your local supervisory authority.

To exercise these rights, contact contact@optiverse.ai.

13 Children's Privacy

The Service is not intended for use by individuals under the age of 16. We do not knowingly collect personal data from children. If we discover that a child under 16 has provided us with personal data, we will take steps to delete such information immediately.

14 Contact

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