TechWolf Documentation Privacy Policy

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General

TechWolf BV is a limited liability company (*“besloten vennootschap”*) incorporated under the laws of Belgium, with its registered office at Overzet 14B, 9000 Ghent (Belgium) and registered with the Crossroads Bank for Enterprises under number 0702.852.201 (hereinafter referred to as "TechWolf", "we" or "us"). References to “you” and “your” refer to persons external to TechWolf who read the TechWolf Documentation at docs.techwolf.ai, whether or not they sign in.

Privacy is essential to us. This Privacy Policy is intended to inform you about the processing of your personal data that takes place when you read the TechWolf Documentation or use its assistant.

What we track and why

We only track what helps us keep the documentation working and make it better. For each item below we say what we track, why we track it and how we use it.

When you read the documentation

This applies to every reader, signed in or not. If you are not signed in, we cannot tell who you are from it.

What we track	Why we track it and how we use it
The page you open and when you leave it	To see which pages are read and which are not, so we know which pages to improve first.
What you type in the search bar and how many results it finds	To find topics readers look for that the documentation does not cover yet, especially searches that find nothing.
Feedback you send about a page	To fix pages that are wrong, unclear or missing something.

The type of browser and operating system	To make sure the documentation works on the browsers our readers use.
If you are not signed in: a random identifier that lasts only while the page is open	To count one visit as one visit. It is gone when you close the page.

Importantly, we do not track your IP address, your location, your time zone, your browser language, the page you came from or details of your screen. We do not record heatmaps, clicks or how fast pages load. If you are not signed in, we store no identifier on your device, and two visits cannot be linked to each other or to you.

When you sign in

What we track	**Why we track it and how we use it**
Your work email address, when you sign in	To send you a one time code and to check which part of the documentation your organisation gives you access to. We do not add it to usage data.
Your access level, your organisation and the TechWolf region it uses	To see how each customer and partner uses the documentation, so we can improve the pages that matter to them.
A pseudonymised user identifier, the same one the TechWolf Console uses	To see how the documentation and the Console are used together, for example whether readers find help for what they do in the Console.
An identifier we create internally for your organisation's TechWolf setup	To see which documentation readers with each setup need.

When you are signed in, everything listed under "When you read the documentation" is tracked together with these details. The sign in cookie (docs_reader) holds your user identifier, your access level, your organisation, its region and the internal identifier, and passes them to our usage analytics on every page you open.

When you use the assistant

The assistant answers questions from the documentation. To write an answer, your question is sent to an AI model. Before your first question, we ask whether

we may keep your questions and the answers. We only keep them if you say yes. A few counts that hold none of your text are always kept.

What we track	Why we track it and how we use it
Only if you say yes: your question	To improve what the documentation covers. When you ask for something and the documentation has no answer, your question shows us the page we need to write or complete.
Only if you say yes: the answer the assistant gave	To check that answers are correct and complete. An answer can look fine and still be wrong. Only by reading it can we find and fix the page or the assistant behind it.
Only if you say yes: the searches the assistant ran and the comment you add to a rating	To see why an answer went wrong: whether the right page was not found, or does not exist yet.
Always: whether the assistant could answer, how long it took, the length of the question and answer, and your rating	To measure how well the assistant works and how often the documentation has no answer, without keeping any of your text.

These records hold your access level and a random conversation identifier. They do not hold your name, your email address or your user identifier. Please leave passwords and personal data out of your questions.

You can change your choice at any time with the “Change” link under the question box. A new choice applies to questions you ask from then on. Because the records do not name you, we cannot find the questions you asked earlier in order to delete them.

How long we keep data

We keep usage data and assistant questions and answers for 7 years, after which they are deleted.

Legal basis

We track how the documentation is read on the basis of our legitimate interest in running and improving it. We keep your assistant questions and answers only on the basis of your consent, which you can withdraw at any time.

Third Party Services

We use the following services. Each only receives what it needs for its task:

- **PostHog**, for usage analytics, in the European Union. It receives the usage information listed above, without IP address or location.
- **Amazon Web Services**, which hosts the documentation and runs the sign in service and the assistant in the European Union. The assistant's AI model runs on Amazon Bedrock in the European Union, which receives your question to write the answer and does not use it to train models.
- **Auth0**, which sends your sign in code and confirms your email address. To find your account, we look up your email address in our Auth0 tenants in the European Union, the United States and Canada. This means your email address is transferred outside the European Union. The transfer to the United States is protected by the EU Standard Contractual Clauses, and Canada is recognised by the European Commission as giving an adequate level of protection.
- **Sentry**, in the United States, which receives error reports from the sign in service and the assistant. An error report holds the error and where in our code it happened. It holds no request data, no email address and none of your questions or answers. The transfer is protected by the EU Standard Contractual Clauses.

Cookies

TechWolf does not use tracking cookies on the TechWolf Documentation. When you sign in, we set cookies that are needed to show you the documentation your organisation gives you access to. Your browser also remembers your light or dark theme and your choice about the assistant. These stay on your device until you clear them.

Your rights

You may ask to access, correct or delete your personal data, or object to its processing, by contacting us at the address below. You may also lodge a complaint with the Belgian Data Protection Authority (dataprotectionauthority.be).

Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at privacy@techwolf.ai or our Data Protection Officer at dpo@techwolf.ai.