

Policy Content

Privacy Policy

Version 0.0.12

- Created: September 19th, 2023 14:10 EDT
- Last Modified: September 9th, 2025 11:30 EDT

Introduction

Joynd Cloud Connectors ULC, doing business as Tavio ("Tavio", "we", "us", "our") provides a platform through a Software as a Service (SaaS) model, accessed via web browser. At Tavio, we are committed to protecting your privacy and the data you share with us. This privacy policy explains how Tavio processes information that can be used to directly or indirectly identify an individual ("Personal Data") collected through use of its website and platform in accordance with the applicable regulation and standards.

For the purposes of this policy, Tavio defines the term "client" as an entity with which Tavio has an established relationship, the term "Participant" as any individual who responds to marketing campaigns by Tavio or who is included as a contact in a client's account, and the term "Visitor" as an individual that visits our front-end website (for example <https://www.tavio.io/>).

Any information stored on our platform is treated as confidential. All information is stored securely and is accessed by authorized personnel only. Tavio implements and maintains appropriate technical, security and organizational measures to protect Personal Data against theft, unauthorized or unlawful processing and use, and against accidental loss, destruction, damage or disclosure.

Information We Collect on our Corporate Website

In general, you may visit Tavio's website, <https://www.tavio.io/>, without providing us with any directly identifiable personal data. However, we may collect indirectly identifiable (pseudonymous) information from you, which includes

your IP address used to track unique visits to our site for analytic purposes. In order to grant you access to protected and secure resources we may collect your full name, postal address and email address, to fulfill your requests for information including white papers, allow you to download updates to our products, or participate in feedback surveys. In other instances, we may ask you to provide us with information such as your product interests so that we can send you only the information that is useful to you, including articles, newsletters, product and service alerts, new product and service announcements and event invitations. When we collect your personal data, we will inform you as to why we are asking for information and how the information will be used. However, please note that providing directly identifiable personal data is optional. When you receive your confirmation email or when you receive any email from Tavio, you will be given instructions on how to remove yourself from the list.

Grounds for Using Data on our Platform

Tavio as Processors

When providing our software and providing Tavio services to our corporate clients, Tavio acts as a Data Processor. We need to collect and use personal data to enter into a contract with a client or to fulfill our contractual obligations. We may also use such data for our legitimate business interests to administer our platforms, provide access to interfaces and features, and to enforce our acceptable use policies and terms of service. If you are our Client or prospect, you may access, correct, request deletion or request to restrict the processing of your personal data.

To the extent our clients need to collect and share and allow us to process personal data of their employees and customers to enable our services, we will rely upon our clients to provide necessary privacy notices and to obtain required consents.

In most cases we are only a data processor, however we will work with our customer to the best of our ability to ensure the portability of User data that is

requested.

As a Data Processor, Tavio do not share data with third parties unless it is specifically required in our contract with our clients.

Tavio as a Controller

When administering our website and other digital properties (such as our integration platform) Tavio acts as a Controller. We rely upon our legitimate business interests to collect and use personal data to improve our website and content, to optimize your website and platform experience, and to use the business contact information you provide us to enter into a contract with you and to deliver information regarding our business relationship. With your consent we may also use the personal data described in this privacy policy for electronic marketing and message personalization, which may also include collecting technical information about your mobile device or computer. You may withdraw your consent at any time by using the opt-out mechanisms provided within Tavio emails, or by contacting us using the contact information provided below. Note, that most data collected by Tavio as a controller is collected dynamically and this data undergoes changes and deletions randomly.

As a Data Controller, Tavio policy is to never share personal information with third parties.

Information Sharing

Website Activity

If you are a Visitor to our website only, and not a client of our platform or Participant, then this section is relevant for you.

By visiting this website, you consent to the collection and use of your Personal Data as described herein. If you do not agree with the terms set out herein, please do not visit this website. If required by applicable law, we will seek your explicit consent to process Personal Data collected on this website or volunteered by you. Kindly note that any consent will be entirely voluntary.

However, if you do not grant the requested consent to the processing of your Personal Data, the use of this website may not be possible.

Tavio may collect, record and analyze information of Visitors to its website. We may record your IP address and use cookies. Tavio may add information collected by way of page view activity. Furthermore, Tavio may collect and process any Personal Data that you volunteer to us in our website's forms, such as when you register for events or sign up for information and newsletters. If you provide Tavio with your social media details, Tavio may retrieve publicly available information about you from social media.

Such Personal Data may comprise your IP address, first and last name, your postal and email address, your telephone number, your job title, data for social networks, your areas of interest, interest in Tavio products, and certain information about the company you are working for (company name and address), as well as information as to the type of relationship that exists between Tavio and yourself.

Tavio gathers data about visits to the website, including numbers of Visitors and visits, Geo-location data, length of time spent on the site, pages clicked on or where Visitors have come.

Cookies

We, our service providers, and/or non-affiliated third parties, may use "cookies" or similar technologies such as "pixel tags" on our digital properties. We and our partners use cookies or similar technologies in order to analyze trends, administer the websites, and track users' movements around our digital properties. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our website or service.

We use these technologies with our website visitors in a de-identified fashion. We may also use third party analytics and marketing integration services such as those by Google, to help us track and optimize our website performance and

client-facing marketing. These third parties may also use both cookies and pixels to help us better manage content on our site by informing us what content is effective. These third parties are prohibited from using collected data for any purpose other than as a service provider to us.

Security and Retention

Tavio take commercially reasonable steps and follow industry best practices to ensure the ongoing confidentiality, integrity, availability and resilience of our systems and services processing your personal data.

Although no method of transmission over the Internet or electronic storage is 100% secure, we implement generally accepted industry standards.

Access and your Right to Privacy

If you are our Client or prospect, you may access, correct or request deletion of your personal data.

Tavio has put into place operational processes to comply with all Data Subject Rights requests within 30 days when received, however we may need to verify certain Personal data fields to ensure we act upon the correct data.

To exercise your rights, please contact privacy@tavio.io.

Additionally, Tavio is required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

International Data Transfers

All processing of Personal Data is performed in accordance with privacy rights and regulations following the EU General Data Protection Regulation (GDPR), the UK Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR).

You are entitled to know whether we hold information about you and, if we do, to have access to that information and require it to be deleted, limited or corrected if it is inaccurate. You can do this by contacting us via privacy@tavio.io. We encourage you to contact us should you have a privacy-related complaint.

Tavio do not transfer personal information to third parties. If our policy changes in the future and personal information is transferred to a third party acting as an agent on our behalf, Tavio will remain liable for any misuse of personal information by a third party, unless we can prove we weren't responsible for the damages. This applies to any information shared with third parties acting as our agents, ensuring accountability remains with us.

Notification of Changes

Tavio reserves the right to update or change this Privacy Policy from time to time.

Changes will be posted on this page. If we make a material change to our privacy practices, we will provide notice on the site or by other means as appropriate.

DPO Information

To contact Tavio' Data Protection Officer, please reach out to privacy@tavio.io.

Contact

If you have any questions, please feel free to contact us: info@tavio.io