hyro

WHAT INFORMATION WE COLLECT, WHY WE COLLECT IT, AND HOW IT IS USED

Information we collect	Why is the Information collected and for what purposes?	Third parties with whom we share your Information	Consequences of not providing the Information
When you browse or visit our Website			
Cookies, analytics tools and log files See further information in our Cookies Policy, available at: www.hyro.ai/cookie-policy	*Sales, marketing and analytics*	3rd party platforms such as: Google analytics, Facebook, Twitter, LinkedIn, GCP, Microsoft Azure, Salesforce, Hubspot	Cannot collect and store the information Cannot use or access some parts of the Website
When you make use of, or interact with our Website			
When we process your job application			
● Full name ● Email address ● Phone number ● Country ● CV ● Any other information you choose to share with us	● To Process your job application ● To assess the candidate	3rd party platforms such as: Google Drive, Notion	Cannot process your job application Cannot assess your suitability as a candidate
When you subscribe to our newsletter or mailing list			
● Full name ● Email address ● Phone number	● To send newsletters, blog post updates and other marketing communications	3rd party platforms such as: Salesforce, Hubspot, MailChimp	Cannot send you newsletters, blog post and marketing communications
When you contact us (e.g. customer support, etc.)			

- Full name - Email address - Phone number - Company name - Job title - Any other information you choose to share with	- To answer your questions - To provide support (e.g., to solve problems, bugs or issues)	3rd party platforms such as: Salesforce, Mailchimp, Hubspot	Cannot answer your questions Cannot provide support

When you request a demo

- Full name - Email address - Phone number - Company name - Job title - Country	- To provide you with a demo - To contact you to coordinate the demo	3rd party platforms such as: Salesforce, Hubspot	Cannot provide you with a demo Cannot call you to coordinate a demo

When you make use of, or interact with the Hyro Software-as-a-Services appointment management

When you create an account, log in and purchase our Services

- Full name - Email address - Phone number - Company name	- To create and account - To use our Platform	3rd party platforms such as for the following purposes: GCP, Microsoft Azure	Cannot create an account Cannot use or Platform Cannot perform/execute an applicable agreement

When your administrator user create users for your use of the Services

• Full name • Email address • Phone number • Company name • Job tile	• To perform/execute the agreement with our Customer, which includes, among other, to provide the services.	3rd party platforms such as: GCP, Microsoft Azure, MongoDB	Cannot perform/execute the agreement with our Customer, which includes, among other, to provide the services.

When you are an end user of a Customer that uses the Services

• Chat event time (start and finish) • Information you provide as part of your chat • browser information: • browser name, version, and operating system • AI assistant response generated in your chat • Your activities within the chat and website (mouse click, errors, links you accessed)	• To perform/execute the agreement with our Customer, which includes, among other, to provide the services. If you are an Individual (as defined above), please note that our Customer is legally responsible for the collection, transfer and use of your personal data. Hyro is providing a service on behalf of the Customer, so you should contact the Customer for any privacy-related questions.	3rd party platforms such as: MongoDB, Analysis, Speech-to-text and Spellcheck APIs	Cannot perform/execute the agreement with our Customer, which includes, among other, to provide the services.

When you attend a marketing event and provide personal data

• Full name • Email • Phone number • Company name • Job title • Any other information you choose to share with us	• To establish a business connection • To send marketing communications	3rd party platforms such as: Salesforce, Hubspot, MailChimp	Cannot establish business connections

When you exchange business cards with us			
• Full name • Email • Phone number • Company name • Job title • Any other information you choose to share with us	• To establish a business connection	3rd party platforms such as: Salesforce, Hubspot	Cannot establish business connections

When we use the personal data of our service providers (e.g. contact details)			
• Full name • Email • Phone number • Company name • Job title • Any other information you choose to share with us	• To contact our service providers • To perform the applicable agreement	3rd party platforms such as: • Microsoft Azure (hosting service provider) • Salesforce (sales platform) • Hubspot (marketing platform) • MongoDB (DB provider) • Nexmo (text/call service provider)	Cannot contact our service providers Cannot perform the agreement

When we use the personal data of, or provided by, our resellers, distributors, agents and/or finders (e.g. contact details)			

• Full name • Email • Phone number • Company name • Job title • Any other information you choose to share with us	• To provide our products and services • To perform the applicable agreement	3rd party platforms such as: • Microsoft Azure (hosting service provider) • Salesforce (sales platform) • Hubspot (marketing platform) • MongoDB (DB provider) • Nexmo (text/call service provider)	Cannot provide the services Cannot perform the applicable agreement
When we use the personal data of our customers (e.g. contact details)			
• Full name • Email • Phone number • Company name • Job title Any other information you choose to share with us	• To provide our products and services • To perform the applicable agreement • To communicate with our customers/clients	3rd party platforms such as: • Microsoft Azure (hosting service provider) • Salesforce (sales platform) • Hubspot (marketing platform) • MongoDB (DB provider) • Nexmo (text/call service provider)	• Cannot provide the services and/or our products • Cannot perform the agreement • Cannot communicate with you
When you interact with us on our social media profiles (e.g., Facebook, Instagram, Twitter, LinkedIn)			
• Full name • Email • Phone number • Company name • Job title • Social media profiles • Any other information you choose to share with us	• To reply and/or respond to your request or question • To establish a first business connection/discussion	3rd party platforms such as for the following purposes: • Salesforce (sales platform) • Hubspot (marketing platform)	Cannot reply or respond to your request Cannot establish a first business connection