

# Privacy Notice

Last updated: 03 March 2026



Organisation number: 936 578 195 | contact@opisense.com

This Privacy Notice explains how Opisense AS ("Opisense", "we", "us") collects, uses, stores and protects personal data in connection with the Opisense AI-powered business platform and our websites. It applies to website visitors, platform users, customers and business contacts.

This notice is prepared in accordance with GDPR Articles 13 and 14, the Norwegian Personal Data Act, and the Norwegian Electronic Communications Act.

## 1. DATA CONTROLLER

Opisense is the data controller for the personal data processed in connection with our platform and websites.

### Contact details

Opisense AS

Organisation number: 936 578 195

Email: contact@opisense.com

Website: opisense.com

For business customers, Opisense may act as a Data Processor, processing personal data on your behalf according to a separate Data Processing Agreement.

## 2. WHAT DATA WE COLLECT AND WHY

### 2.1 Website visitors

We collect analytics data from website visitors using Google Analytics 4 (GA4). This includes IP address, device information, and browsing behaviour. Legal basis: Consent (as per our Cookie Notice).

### 2.2 Contact enquiries

When you contact us with an enquiry, we collect your name, email address, phone number, and message content. Legal basis: Legitimate interest. Retention: 24 months after last contact.

### 2.3 Platform users

For platform users, we collect: user account information (name, email, profile data), input data (documents, text, files you upload), output data (results generated by the platform), activity data (actions taken in the platform), technical data (device info, browser, IP address), and integration data (connected services and authentication credentials). Legal basis: Contractual necessity.

### 2.4 Customers and business contacts

For customers and business contacts, we collect name, email, phone number, billing address, payment information, and communication records. Legal basis: Contractual necessity and legitimate interest.

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## 3. LEGAL BASES FOR PROCESSING

Processing activity	Legal basis	GDPR article
Analytics data collection	Consent	6(1)(a)
Contact enquiry handling	Legitimate interest	6(1)(f)
Platform user management	Contract performance	6(1)(b)
Customer billing and payment	Contract performance	6(1)(b)
Legal compliance and obligations	Legal obligation	6(1)(c)
Security and fraud prevention	Legitimate interest	6(1)(f)
Marketing communications (with consent)	Consent	6(1)(a)

## 4. RETENTION PERIODS

Data category	Retention period
Analytics data	26 months (GA4 default)
Contact enquiry data	24 months after last contact
Platform user account data	Duration of service + 60 days (personal data elements are deleted in accordance with the retention schedule in the Data Processing Agreement; anonymised and aggregated data derived from account activity may be retained for up to 1 year for service improvement purposes)
Platform user input/output data	As per customer agreement or user request
Activity and technical data	12 months
Customer billing data	7 years (Norwegian law requirement)
Security and fraud prevention logs	2 years

## 5. SHARING OF PERSONAL DATA

We do not sell your personal data. Personal data is shared only with:

- Sub-processors: Third-party service providers who process data on our behalf to deliver the Opisense platform (see Section 6).
- Public authorities: When legally required by court order, law enforcement, or regulatory authorities.
- Acquiring entities: In case of merger, acquisition, or business transfer, personal data may be transferred to the acquiring entity under the same privacy terms.

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## 6. SUB-PROCESSORS

The following sub-processors process personal data on our behalf to deliver the Opisense platform:

Provider	Service	Location	Purpose
Amazon Web Services (AWS)	Cloud infrastructure	Frankfurt, Germany (EU)	Data storage and hosting
Clerk	Authentication	USA/EU (SCCs in place)	User authentication and identity management
Stripe	Payment processing	EU/USA (SCCs in place)	Invoicing and payments
Elevenlabs	Voice technology	USA (SCCs in place)	Voice transcription and synthesis
OpenAI	AI model provider	USA (SCCs in place)	AI inference for content generation and analysis
Anthropic	AI model provider	USA (SCCs in place)	AI inference for content generation and analysis
Vercel	Application hosting	USA (SCCs in place)	Application hosting and edge delivery
Convex	Backend infrastructure	USA (SCCs in place)	Backend database and real-time data
Ragie	RAG infrastructure	USA (SCCs in place)	Document indexing and retrieval
Recall	Meeting technology	USA (SCCs in place)	Meeting recording and transcription capture
Composio	Integration platform	USA (SCCs in place)	Integration orchestration
Resend	Email delivery	USA (SCCs in place)	Transactional email delivery
Axiom	Observability	USA (SCCs in place)	Logging and platform monitoring

An updated list of sub-processors is available at [opisense.com/subprocessors](https://opisense.com/subprocessors). Customers are notified at least 30 days before new sub-processors are engaged.

## 7. INTERNATIONAL DATA TRANSFERS

Personal data is primarily processed within the EU/EEA. Where data is transferred to countries outside the EU/EEA (such as the USA), we rely on Standard Contractual Clauses (SCCs) approved by the European Commission and the EU-US Data Privacy Framework (DPF) where applicable. Opisense has conducted Transfer Impact Assessments (TIAs) for each sub-processor located outside the EU/EEA, as further described in the Sub-processor Register at [opisense.com/subprocessors](https://opisense.com/subprocessors). You have the right to obtain details of the transfer mechanisms and TIA conclusions by contacting us at [privacy@opisense.com](mailto:privacy@opisense.com).

## **8. COOKIES**

Our website uses cookies and similar technologies for functionality and analytics. Please refer to our Cookie Notice at [opisense.com/cookies](https://opisense.com/cookies) for full details.

## **9. SECURITY**

We implement appropriate technical and organisational measures to protect personal data, including:

- TLS 1.3 encryption for all data in transit
- AES-256 encryption for data at rest
- Role-based access control (RBAC) and least privilege principles
- Multi-factor authentication (MFA) required for all Opisense staff and administrative users, and available for all platform users
- Continuous security monitoring and logging
- Regular penetration testing and security assessments
- Staff data protection and security training

## **10. PERSONAL DATA BREACHES**

In the event of a personal data breach, we will notify the Norwegian data protection authority (Datatilsynet) within 72 hours of discovery. Where required by law, we will also notify affected individuals without undue delay.

## **11. AUTOMATED DECISION-MAKING**

We do not make fully automated decisions about you that have legal or similarly significant effects. The Opiagents feature operates as a support tool to assist users with decision-making, but final decisions remain with the user.

## **12. CHILDREN**

Our services are not directed at children under the age of 18. We do not knowingly collect personal data from children. If we become aware that we have collected data from a child, we will delete it promptly.

## 13. YOUR RIGHTS

Under GDPR and Norwegian data protection law, you have the following rights:

Right	What it means
Right to access	You can request a copy of all personal data we hold about you
Right to rectification	You can request correction of inaccurate personal data
Right to erasure	You can request deletion of your personal data (subject to legal obligations)
Right to restrict processing	You can request that we limit how we use your data
Right to data portability	You can request your data in a structured, machine-readable format
Right to object	You can object to processing based on legitimate interest or direct marketing
Right to withdraw consent	You can withdraw consent at any time (where processing is based on consent)

To exercise any of these rights, contact us at [contact@opisense.com](mailto:contact@opisense.com) or [privacy@opisense.com](mailto:privacy@opisense.com). We will respond without undue delay and in any event within one month of receiving your request, in accordance with Article 12(3) of the GDPR. This period may be extended by a further two months where necessary, taking into account the complexity and number of requests, in which case we will inform you of any such extension within one month of receipt.

### 13.1 Additional rights for US residents

If you are a resident of a US state with applicable privacy legislation (including California, Virginia, Colorado, Connecticut, and other states with comprehensive privacy laws), you may have additional rights, including:

- **Right to know:** You have the right to know what categories of personal information we collect, the purposes for which it is used, and the categories of third parties with whom it is shared.
- **Right to delete:** You have the right to request deletion of your personal information, subject to certain exceptions permitted by law.
- **Right to correct:** You have the right to request correction of inaccurate personal information.
- **Right to opt out of sale or sharing:** Opisense does not sell personal information or share it for cross-context behavioural advertising. No opt-out is necessary, but you may contact us to confirm this at any time.
- **Right to non-discrimination:** We will not discriminate against you for exercising any of your privacy rights.

To exercise any of these rights, contact us at [privacy@opisense.com](mailto:privacy@opisense.com). We will verify your identity before processing your request and respond within the timeframe required by applicable law (generally 45 days, with a possible 45-day extension for complex requests).

Categories of personal information we collect: Identifiers (name, email, IP address), commercial information (subscription and billing data), internet or electronic network activity (log data, usage data), and professional information (company name, job title). We collect this information directly from you and automatically through your use of the Service. We do not collect or process sensitive personal information as defined under the CCPA/CPRA.

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## 14. RIGHT TO COMPLAIN

You have the right to lodge a complaint with the Norwegian data protection authority:

### Datatilsynet

Postboks 458 Sentrum, 0105, Oslo

Phone: 22 39 69 00

Email: [postkasse@datatilsynet.no](mailto:postkasse@datatilsynet.no)

Website: [datatilsynet.no](https://datatilsynet.no)

## 15. CHANGES TO THIS NOTICE

We may update this Privacy Notice from time to time to reflect changes in our practices or legal requirements. We will notify you by email and update the date at the top of this notice. Your continued use of our services after changes constitute your acceptance of the updated Notice.

## 16. CONTACT

If you have any questions or concerns about this Privacy Notice or how we process your personal data, please contact us:

### Contact details

Opisense AS

Organisation number: 936 578 195

Email: [contact@opisense.com](mailto:contact@opisense.com)

Website: [opisense.com](https://opisense.com)

***We encourage you to contact us with any questions about how we handle your personal data.***