Privacy policy

Apron AI Mobile App

1. About this policy

This policy explains how personal data is handled when you use the Apron AI mobile app ("the app"). Apron AI gives airport, airline and ground handling staff real-time visibility of aircraft turnaround operations, using computer vision on apron camera feeds.

The app is provided by **Assaia International AG**, Operation Center 8058 Zurich Switzerland ("Assaia", "we", "us"). Contact: **privacy@assaia.com**.

Who is responsible for your data

The app is for business use. You can only use it if your employer (an airport, airline or ground handler) has a contract with Assaia and has given you an account.

- **Your employer is the controller** for the operational data in the app, including your user account and any apron video. Assaia processes this data on your employer's behalf as a **processor**, under a data processing agreement with them.
- **Assaia is the controller** only for limited data we need to run and secure the app itself, such as technical logs, and feedbacks used to detect misuse and fix faults.

For questions about how your employer uses your data, or to exercise your rights over it, please contact your employer first. You can also contact us, and we will pass your request on and help your employer respond.

2. Data the app uses

The app is a secure window onto Assaia's Apron AI service. Sign-in and all processing happen on our servers; the app itself stores no passwords or operational data on your device.

Data	What it includes	Where it comes from
Account data	Your full name, work email address and company name	Your employer, when they set up your account
Usage and technical logs	Sign-in events, IP address, device and app version, timestamps, and error information	Generated automatically when you use the app

Operational data	Flight numbers, gate assignments, aircraft tail numbers, schedule times, turnaround event timestamps and alerts	Your employer's airport or airline systems, and Apron AI's analysis
Apron video	Low-resolution video of the apron, anonymised so that faces are under 20 pixels and people cannot be identified	Your employer's apron cameras, processed by Apron AI
App preferences	Non-sensitive settings such as display state, stored on your device	Set by you while using the app
Feedback	Your email address, a star rating from 0 to 5, and any message you type	You, only if you choose to open and send the in-app feedback form

About apron video. Apron cameras may incidentally capture staff, pilots and passengers. Raw video is not stored: it is deleted immediately after analysis or after a short cache period. Video is anonymised when it enters our system, so the video you see in the app does not identify anyone.

The app does not access your location, camera, microphone, contacts or photos, and it does not track you across other apps or websites.

3. App permissions

The app needs an internet connection to reach Assaia's servers. It also asks for permission to send you push notifications, such as operational alerts. You can turn notifications off at any time in your device settings. The app does not request access to your camera, microphone, location, contacts, photos or files.

To keep you signed in and remember your settings, the app stores some data on your device: interface preferences and sign-in session data, such as authentication tokens. This data sits in the app's own storage, in the same way a web browser keeps you signed in to a website. It never includes your password.

Deleting the app normally removes this data. On some devices, though, data included in device backups (for example, Android backup) may be restored if you reinstall the app. To end your session completely, sign out before deleting the app.

4. How the data is used

Purpose	Who decides	Legal basis

Giving you secure access to Apron AI and managing your account	Your employer	Your employer's legitimate interests in securing access to its systems (Art. 6(1)(f) GDPR)
Showing real-time turnaround events, predictions and alerts to improve efficiency, safety and on-time performance	Your employer	Your employer's legitimate interests in running safe, efficient apron operations (Art. 6(1)(f))
Improving the accuracy of Apron AI's models, using only anonymised video and event data, where your employer's contract allows	Your employer, with Assaia	Legitimate interests in an accurate, reliable service (Art. 6(1)(f))
Keeping the app and service secure, detecting misuse, and fixing faults	Assaia	Assaia's legitimate interests in operating a secure service (Art. 6(1)(f))
Complying with law and responding to lawful requests	Assaia or your employer	Legal obligation (Art. 6(1)(c))
Reviewing feedback you choose to send us, and replying if needed, to improve the app	Assaia	Assaia's legitimate interests in improving its products (Art. 6(1)(f)). Sending feedback is optional

The app is not used for advertising or marketing, and we do not use your data to make automated decisions with legal or similarly significant effects on you.

5. Third parties and service providers

The app contains no advertising SDKs and does not track you across other companies' apps or websites. To run and improve the service, it uses the following tools:

- **Product analytics:** Records pages viewed, links followed and in-app events. This helps us understand how the app is used and improve it.
- **Error reporting:** Captures technical errors so we can find and fix faults. Error reports may include your name and email address so we can investigate problems you run into.
- **Push notifications:** Google Firebase Cloud Messaging (Android) and Apple Push Notification service (iOS) deliver notifications to your device using a device token.
- **Feedback form:** If you choose to send feedback, your email address, star rating and message are sent to us through Formspree, a form-handling service. Please

don't include personal or sensitive information about yourself or others in your message.

We do not sell your data. Assaia shares data only with:

- **Cloud hosting providers** Your employer chooses the provider and data centre region in its contract with us.
- **Our model training environment** in the EU, which receives only anonymised sample data during set-up, and afterwards only as your employer's contract allows.
- **Video annotation partners and local support contractors**, only if your employer's contract allows it.
- **Authorities**, where the law requires it.

Each provider may use the data only on our instructions and is bound by a written contract with confidentiality and security obligations. Every third party that receives data from the app, including any Assaia group company, must provide the same or equal protection of that data as described in this policy.

6. Where data is stored, how long it is kept, and how it is protected

Location and transfers

Data is stored with the cloud provider and in the data centre region your employer agreed with us. Model calibration and training, using only anonymised data, takes place in a dedicated environment in the EU, as agreed in your employer's contract. Assaia staff (and, where your employer's contract allows, support and annotation partners) may access data remotely to maintain and support the service.

Where data moves between these regions, or to any other country, we protect it as the law of the originating country requires.

Retention

Data	How long it is kept
Account data	While your employer's contract is active, or until your employer's administrator deletes your account
Raw apron video	Not stored: deleted immediately after analysis or after a short cache period
Anonymised video and operational data	As agreed in your employer's contract

App preferences on your device	Until you delete the app
Feedback you send us	For the duration of the contract

Security

Assaia is certified to ISO/IEC 27001:2022 and examined annually under SOC 2 Type II. All connections from the app use HTTPS with TLS 1.2 or higher, enforced by your device's operating system. Data is encrypted at rest with AES-256. Access is limited by role and protected by multi-factor authentication. The app is regularly assessed through security scans and penetration testing.

7. Your rights and deleting your account

Depending on where you live, including under the GDPR, UK GDPR, Swiss FADP and US state privacy laws such as the California Consumer Privacy Act, you may have the right to access, correct or delete your data, to restrict or object to its use, and to receive it in a portable format. You will not be treated differently for using these rights. You can also complain to a regulator, such as the Swiss FDPIC, the authority in your EU country, the UK ICO, or in the US the California Privacy Protection Agency or your state attorney general.

Because your employer controls your account and operational data, **send requests to your employer first**. If you contact us at privacy@assaia.com instead, we will forward your request to your employer and help them respond. For data where Assaia is the controller (such as security logs), we will respond to you directly within one month.

Deleting your account

To delete your Apron AI account and the personal data linked to it - Ask your employer's Apron AI administrator to delete your account.
Deleting the app from your device removes locally stored preferences but does not delete your account.

8. Children

The app is for professional use by employees of our customers and is not intended for anyone under 18.

9. Changes to this policy

We will update this policy when the app or our practices change. The date at the footer shows the latest version. We will tell you about significant changes in the app or through your employer.

10. Contact us

Assaia International AG, Operation Center 8058 Zurich Switzerland

Email: privacy@assaia.com

The privacy policy for Assaia's websites is available at https://www.assaia.com/