

Privacy Policy

Website and App Privacy Notice for Accorded

Effective date	August 11, 2026
Applies to	Accorded websites, web pages, mobile applications, web applications, accounts, forms, support channels, and related online services.
Contact	Use the contact details, support form, or privacy contact published on the Accorded website or inside the app.

1. Overview

This Privacy Policy explains how Accorded collects, uses, discloses, stores, and protects personal information when people visit our website, use our app, create an account, communicate with us, or interact with features we make available online. It is intended to give clear, practical notice about our data practices across both website usage and app usage.

References to "Accorded," "we," "us," and "our" mean the Accorded service and the entity that operates it. References to "you" mean visitors, users, account holders, customers, and other people who interact with the website or app.

2. Information We Collect

The information we collect depends on how you use the website or app, the settings you choose, and the features you use. We may collect the following categories of information:

- **Account and profile information:** name, email address, login credentials, organization details, preferences, and similar account details.
- **Contact and support information:** information you provide when you contact us, request help, submit forms, respond to surveys, or send feedback.
- **Website usage information:** pages viewed, referring links, browser type, device identifiers, approximate location based on IP address, cookie identifiers, session activity, and diagnostic logs.
- **App usage information:** app version, device type, operating system, feature activity, settings, crash reports, diagnostics, performance data, and interaction events.
- **User content:** information you upload, enter, connect, generate, or otherwise provide through the website or app, including files, text, preferences, and workflow data.
- **Transaction information:** plan, subscription, invoice, billing status, and payment confirmation details. Payment card details may be handled by payment providers rather than stored directly by us.

- **Integrations and connected services:** information made available when you choose to connect third-party accounts, APIs, devices, or services.

3. How We Collect Information

- **Directly from you** when you create an account, complete a form, configure the app, upload content, or contact us.
- **Automatically** through cookies, local storage, software development kits, analytics tools, log files, and similar technologies on the website or app.
- **From third parties** when you connect another service, sign in through an identity provider, make a payment, or interact with distribution platforms such as app stores.

4. How We Use Information

We use personal information for the following business and operational purposes:

- Provide, operate, maintain, personalize, and improve the website, app, accounts, and related services.
- Authenticate users, manage sessions, process subscriptions, deliver requested features, and provide customer support.
- Communicate with you about account activity, service notices, security updates, product changes, and support requests.
- Analyze website and app performance, diagnose issues, prevent misuse, detect fraud, and maintain security.
- Develop new features, improve user experience, measure engagement, and conduct internal research.
- Comply with legal obligations, enforce our terms, respond to lawful requests, and protect our rights and the rights of others.
- Send marketing or product communications where permitted by law and your communication preferences.

5. Legal Bases Where Required

Where privacy laws require a legal basis for processing, we rely on one or more of the following bases: your consent, performance of a contract with you, our legitimate interests in operating and improving the service, compliance with legal obligations, and protection of vital or public interests where applicable.

6. Cookies, Analytics, and Similar Technologies

Our website and app may use cookies, local storage, analytics tools, pixels, software development kits, and similar technologies to keep you signed in, remember preferences, understand usage, measure performance, and protect the service. You can control some technologies through browser settings, device settings, consent tools, or in-app preferences. Blocking certain technologies may affect how parts of the website or app work.

7. App Permissions and Device Features

The app may request access to device features only when needed for a feature you choose to use. Depending on the app version and your device settings, this may include notifications, files, camera, microphone, contacts, location, or other device capabilities. You can usually change permissions in your device settings. If a permission is turned off, the related feature may not function.

8. How We Share Information

We do not sell personal information in the ordinary meaning of selling a customer list for money. We may share information in these limited situations:

- **Service providers:** vendors that host infrastructure, process payments, provide analytics, deliver communications, support security, or help operate the website and app.
- **Integrations you choose:** third-party services you connect or direct us to use.
- **Legal and safety reasons:** courts, regulators, law enforcement, or other parties when we believe disclosure is required by law or needed to protect rights, safety, and security.
- **Business transfers:** parties involved in a merger, acquisition, financing, reorganization, sale of assets, or similar corporate transaction.
- **With your direction or consent:** when you ask us to share information or otherwise authorize the disclosure.

9. Your Choices and Rights

Depending on where you live, you may have rights to access, correct, delete, download, restrict, or object to certain processing of your personal information. You may also have the right to opt out of certain disclosures, targeted advertising, profiling, or marketing communications. To make a request, use the contact method published on the website or in the app. We may need to verify your identity before fulfilling a request.

You can unsubscribe from marketing emails by using the unsubscribe link in those messages. Transactional or service-related messages may still be sent where necessary for your account or the service.

10. California and Other U.S. State Privacy Notices

Residents of certain U.S. states may have additional privacy rights. The categories of personal information we may collect are described above. The categories of recipients are described in the sharing section. We collect and use information for the purposes described in this Policy. We retain information as described below. If applicable law gives you the right to appeal a privacy request decision, you may do so by contacting us through the same method used for the original request.

11. International Users

If you access the website or app from outside the country where Accorded or its service providers operate, your information may be transferred to, stored in, or processed in other countries. Those countries may have privacy laws that differ from the laws where you live. Where required, we use appropriate safeguards for cross-border transfers.

12. Retention

We keep personal information for as long as reasonably necessary to provide the website and app, maintain accounts, comply with legal obligations, resolve disputes, enforce agreements, protect security, and support legitimate business needs. Retention periods may vary based on the type of information, the purpose of processing, user settings, legal requirements, and whether an account remains active.

13. Security

We use administrative, technical, and organizational measures designed to protect personal information. No website, app, transmission, or storage system can be guaranteed to be completely secure. You are responsible for maintaining the confidentiality of your login credentials and for using secure devices and networks.

14. Children

The website and app are not intended for children under 13, and we do not knowingly collect personal information from children under 13. If you believe a child has provided personal information to us, contact us so we can take appropriate steps. If a higher age threshold applies where you live, we comply with that threshold where required.

15. Third-Party Websites, App Stores, and Services

The website or app may link to third-party websites, app stores, platforms, integrations, or services. Their privacy practices are governed by their own policies. We are not responsible for the privacy practices of third parties that we do not control.

16. Changes to This Policy

We may update this Privacy Policy from time to time. When we make changes, we will update the effective date and may provide additional notice through the website, app, account notifications, or other appropriate channels. Your continued use of the website or app after an updated policy becomes effective means the updated policy applies to your use going forward.

17. Contact Us

For privacy questions or requests, use the privacy contact, support form, or contact information published on the Accorded website or inside the app. Please include enough information for us to understand and respond to your request.