

Signal365 – Privacy Policy

Version 1.0 – January 2026

1. About This Policy

This Privacy Policy explains how Signal365 (“we”, “us”, “our”) collects, uses, and protects personal data when you use our services.

We are committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Data We Collect

We may collect the following types of data:

Account & Contact Data

Name

Email address

Organisation name

Role or account type

Tenant & Service Data

Microsoft 365 tenant identifiers

Configuration, security, and usage signals

Aggregated metrics and scores used in reports

Signal365 is designed to work primarily with metadata and signals, not content.

Usage & Technical Data

Feature usage and timestamps

IP address

Device and browser type

Log and diagnostic data

Billing Data

Subscription status and invoices

Payment information processed securely by Stripe

We do not store full card details

3. What We Do Not Access

Signal365 does not access or read:

Email content

OneDrive or SharePoint file contents

Teams messages or chat content

Mailbox bodies or attachments

4. How We Use Your Data

We use data to:

Provide and operate Signal365

Generate reports, insights, and summaries

Manage subscriptions and billing

Secure the platform and prevent abuse

Improve performance and reliability

Meet legal and regulatory obligations

5. Legal Basis for Processing

Under UK GDPR, we process personal data based on:

Contract – to deliver the service you signed up for

Legitimate interests – to operate, secure, and improve Signal365

Legal obligations – where required by law (e.g. tax, accounting)

6. AI & Automated Processing

Signal365 may use AI to generate summaries or insights.

AI outputs are advisory and informational

AI does not make automated decisions with legal or significant effect

Customer data is not used to train public AI models

Further details are available in our AI Use & Transparency Policy.

7. Who We Share Data With

We share data only with trusted service providers (“sub-processors”) necessary to deliver Signal365, such as:

Microsoft Azure (hosting and infrastructure)

Supabase (database and storage)

Stripe (payments)

AI providers (where AI features are enabled)

We do not sell personal data.

8. International Transfers

Where data is transferred outside the UK, we rely on:

Adequacy decisions

Standard contractual clauses

Equivalent safeguards provided by our sub-processors

9. How Long We Keep Data

Data is retained while your account is active

After cancellation, data is retained for a limited period for operational and legal reasons

Data is then securely deleted

Backups are retained only for defined recovery periods and then expire

10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Object to or restrict certain processing
- Request data portability

You can exercise these rights by contacting us at: privacy@signal365.co.uk

11. Security

We apply reasonable technical and organisational measures to protect personal data, including:

- Encryption in transit and at rest where supported
- Role-based access controls
- Monitoring and logging
- Secure cloud infrastructure

No system is completely secure, but security is a core design principle of Signal365.

12. Cookies & Tracking

Signal365 may use essential cookies and similar technologies to:

- Maintain sessions
- Secure accounts
- Understand basic usage patterns

We do not use advertising or tracking cookies for marketing without consent.

13. Changes to This Policy

We may update this Privacy Policy from time to time.

If changes are material, we will provide reasonable notice.

Continued use of Signal365 means you accept the updated policy.

14. Contact Us

If you have questions or requests relating to privacy or data protection, contact us at:
privacy@signal365.co.uk