Privacy Policy

Arenzo website and Sales Agent · Version 20 October 2026

1. Who is responsible

Arenzo, KvK 99169843, Fresiaplein 11, 2241 XS Wassenaar, the Netherlands, is responsible for the personal data described in this policy. Questions or requests: laurence.idelenburg@arenzo.io.

This policy covers data about visitors of arenzo.io, people who request access or subscribe to the Sales Agent, and our customers' contact persons. For the companies and contacts that customers put into the Sales Agent, the customer is responsible and Arenzo acts as processor under the Data Processing Agreement.

2. What we collect and why

Data	Purpose	Legal basis	Kept for
Name, email, company, role and message from the request access form	Answer your request and give you access	Steps at your request before a contract	12 months if no contract follows
Name, email, company, address, country and VAT number at checkout	Create your account, invoice you, apply the right VAT	Contract and legal obligation	7 years for invoices (Dutch tax law), otherwise until 30 days after the subscription ends
Payment details	Take payment	Contract	Handled and stored by Stripe, we never see full card numbers
Login and usage data in the app	Run the service, keep it secure,	Contract and legitimate	For the duration of the subscription,

(sign in times, actions, chat history, what the Sales Agent learned from you)	remember your preferences	interest in security	then deleted within 30 days
Emails you send us	Help you	Contract or legitimate interest	As long as needed to help you, then up to 2 years

We do not sell personal data and we do not use it for advertising.

3. Who we share it with

We use these service providers, each bound by a data processing agreement:

- Base44 (Wix.com group): hosting of the app, sign in and email sending
- Supabase: database for workspace data
- Stripe: payments and invoices
- Vercel: hosting of arenzo.io and of the scoring backend
- Google: optional sign in with Google
- AI model providers used through our hosting provider: generating ICP drafts, qualifications, briefs, first lines and chat answers

Some of these providers are based in or have access from the United States. Transfers are covered by the EU US Data Privacy Framework or by the European Commission's standard contractual clauses.

4. Security

Access to the Sales Agent is invite only. Each customer's data sits in its own workspace and is protected by row level security. Connections are encrypted. Only Arenzo staff who need it can access customer data, and only to support the customer.

5. Your rights

You can ask to see, correct, delete or receive a copy of your personal data, to restrict or object to its use, and to withdraw consent where we rely on it. Email us and we answer within one month. You can also complain to the Dutch data protection authority, the Autoriteit Persoonsgegevens.

6. Cookies

arenzo.io does not use tracking or advertising cookies. The Sales Agent stores what it needs to keep you signed in in your browser. These are strictly necessary and need no consent.

7. Changes

We may update this policy. The version date at the top shows the latest version. We tell customers about material changes by email.