Pontos

Privacy Policy

Pontos SAS

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STATUS	In force.

1 Who processes your data

Pontos SAS, a French mission-driven company (société à mission), SIREN 929 054 344, Bordeaux Trade Register, 58 avenue Marcel Dassault, 33700 Mérignac, France.

Pontos acts in two distinct capacities, and that distinction governs everything that follows.

Pontos is a controller for what it decides itself: the commercial relationship, account and subscription management, invoicing, support and prospecting.

Pontos is a processor for the data handled within the Assistant on behalf of a client. Where a shipowner, a cooperative, a producer organisation or a buyer takes out a subscription, that client decides the purposes and answers the requests of its own crews. Pontos acts on its instructions, under a data processing annex forming part of the contract.

If you are a crew member, a skipper, or shore staff of a subscribing company, address your requests to your employer. Pontos will forward them without delay in any event.

2 Data, purposes and legal bases

This section covers the processing for which Pontos is the controller. Processing carried out on behalf of a subscribing client falls under that client's own policy.

- Subscription and contract management: company name, registration number, first name, last name, position and business email address of the signatory, version of the terms accepted, date and time of acceptance. Legal basis: performance of the contract.
- Evidence of acceptance of the terms: the same data, together with the IP address, the device used and the digital fingerprint of the version accepted. Legal basis: legal obligation and legitimate interest in establishing evidence.
- Invoicing and debt recovery: billing details, amounts, due dates, payment incidents. Legal basis: performance of the contract and accounting obligations.
- Access management: login identifier, email address, connection logs. Legal basis: performance of the contract.
- Support: content of exchanges with the Pontos team. Legal basis: performance of the contract.
- Commercial prospecting: name, position, business email address, company. Legal basis: legitimate interest, with a right to object at any time.

No decision producing legal effects is taken solely on the basis of automated processing. The outputs of the Assistant are elements of appraisal: decisions belong to people.

3 Recipients and location

Pontos neither sells nor rents personal data. Recipients are limited to the Pontos staff who need access and to service providers acting on Pontos's instructions, in the following categories.

- Cloud hosting and infrastructure: hosting, databases, storage and backup.
- Language model processing: handling of natural language exchanges within the Assistant.
- Payment and invoicing: payment, invoicing, collection of the signatory's identity.
- Mapping and geospatial display: rendering of charts and positions in the interface.
- Weather and oceanographic data: forecasts and environmental conditions.
- Transactional email delivery: authentication and service emails.

The identity of each provider changes over time. The current list, naming each provider and the location of the data it handles, is set out in the data processing annex to the contract and is made available to any client on request.

Data is hosted within the European Union. Should a transfer outside the Union become necessary, it would be framed by the European Commission's standard contractual clauses or another mechanism under Article 46 of the Regulation, and this policy would be updated before the transfer took place.

Pontos also discloses data where a legal obligation requires it, in particular to a competent judicial or administrative authority.

4 Retention periods

- Evidence of acceptance of the terms: the term of the contract, then five years after it ends, the limitation period for actions between traders (Article L110-4 of the French Commercial Code).
- Account and subscription data: the term of the contract, then thirty days for the export provided for in the contract.
- Accounting records and invoices: ten years, under Article L123-22 of the French Commercial Code.
- Audit logs: seven years.
- Technical backups: thirty-five days, on automatic rotation.
- Speech recognition audio: sixty seconds, then deletion.
- Prospecting data: three years from the last contact.

5 Your rights

You have the right of access, rectification, erasure, restriction, objection and portability, together with the right to give directions on the fate of your data after your death. These rights are exercised through the contact given in Section 7.

Pontos replies within one month, extendable by two months where the request is complex, in which case you are informed. Proof of identity may be requested where there is reasonable doubt as to the identity of the requester.

Where Pontos acts as a processor, within the meaning of Section 1, your requests are forwarded without delay to the company acting as controller, and that company replies.

6 Cookies

The pontos.ai website sets no cookies and uses no audience measurement tool. The Assistant uses only cookies strictly necessary for authentication and for the operation of the service, which do not require your consent. No advertising cookies are set.

Payment pages are served by our payment provider, which sets its own cookies necessary to the security of the transaction.

7 Contact and complaints

For any question relating to this policy, or to exercise your rights: privacy@pontos.ai, or by post to Pontos SAS, 58 avenue Marcel Dassault, 33700 Mérignac, France.

Pontos has not appointed a data protection officer. The contact above handles all requests.

If you consider that your rights have not been respected, you may lodge a complaint with the Commission nationale de l'informatique et des libertés, 3 place de Fontenoy, 75007 Paris, France, or online on its website.