ProcureValue - Privacy Policy

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ProcureValue helps procurement teams measure their value through anonymous surveys. This policy explains what personal information we collect from you as an account holder.

> **Important:** Survey responses are 100% anonymous. We do not collect or store personal information about survey respondents.

1. What We Collect From You

When you create a ProcureValue account, we collect:

- **Email address** - Your login identifier
- **Name** - First and last name
- **Organisation name** - Your company
- **Password** - Encrypted using bcrypt (we cannot see your actual password)

That's it. We don't collect any other personal information about you.

2. What We Automatically Collect

For security and service improvement, we automatically collect:

- **Login times** - When you sign in
- **IP address** - To detect suspicious activity
- **Browser type and device** - To fix bugs
- **Pages visited** - To understand feature usage

3. Data Ownership & Usage

- **You Own Your Data:** Your organisation retains full ownership of all survey responses, campaign data, and account information. We never sell your data to third parties.
- **License to ProcureValue:** To provide and improve our service, you grant us a limited license to use your data for:
    - **Provide the Service:** Process, store, and analyse your data to deliver ProcureValue features and generate insights for your organisation.
    - **Service Improvement:** Use aggregated, anonymised data to improve our AI models, develop new features, optimise performance, and fix bugs. 3D. **Industry Insights (Opt-In Only):** Include your organisation's aggregated, anonymised results in industry benchmark reports—but only if you choose to participate.
- **What We Don't Do:**
    - Sell or license your data to third parties
    - Share identifiable information with other customers

    - Use your data to benefit your competitors
    - Claim ownership of your data

4. Industry Benchmarking (Optional)

With your permission, we may include your organisation's aggregated survey results in industry benchmarking reports. For example: "Average PVX Score in Manufacturing: 7.2".

Your organisation is **never identified**. We only publish aggregates across many companies (minimum 5 organisations). This is completely optional—you can opt in or out at any time in Account Settings.

5. How We Use Your Account Information

We use your account information (email, name, organisation) to:

- Let you log in to ProcureValue
- Show your name in the application
- Separate your organisation's data from other customers
- Send you account-related emails (password resets, security alerts)
- Contact you about service updates (you can opt out)
- Provide customer support if you contact us

6. Who Can See Your Information

We never sell your data.

- **Your Organisation:** Other users in your organisation can see your name when you create campaigns or appear in activity logs.
- **Service Providers:** We use these trusted services to run ProcureValue:
    - **Render** - Hosts our database and servers (your data is stored here)
    - **Vercel** - Hosts our website
    - **Resend** - Sends emails on our behalf
    - **Google Gemini AI** - Analyses **anonymous** survey responses (does not see your account info)
- **Legal Requirements:** We may disclose your information if required by law (court orders, subpoenas) or to protect safety.

7. How We Protect Your Information

- **Encryption:** All data is encrypted in transit (HTTPS) and at rest (database encryption).
- **Password security:** We use bcrypt hashing - even we cannot see your password.
- **Data isolation:** Your organisation's data is separated from other customers.
- **Access controls:** Only authorised staff can access infrastructure.

8. Your Rights

You have the following rights regarding your personal information:

- **Update Your Information:** You can change your name, email, or organisation name in Account Settings at any time.
- **Delete Your Account:** Email us at `privacy@procurevalue.tech` to request account deletion. We'll delete your account information within 30 days.
- **Opt Out of Marketing Emails:** Click "unsubscribe" in any marketing email.
- **Request Your Data:** Email us to request a copy of your account information.

9. How Long We Keep Your Data

We keep your account information while your account is active. If you delete your account, we remove your information within 30 days. Security logs (login times, IP addresses) are kept for 90 days for security purposes.

10. Cookies

We use cookies to keep you logged in. That's it - no advertising or tracking cookies.

11. International Data Transfers

ProcureValue uses Render for hosting, which may store your data in servers outside your country. All data transfers comply with GDPR requirements (Standard Contractual Clauses).

12. Children's Privacy

ProcureValue is for business use only. We don't knowingly collect information from anyone under 16.

13. Supplier Report Requests (No Account Required)

ProcureValue offers a free supplier report feature that does not require you to create an account. This section explains how we handle your information when you use this feature.

What we collect

When you request a supplier report, we collect your email address and the supplier website URL you provide, along with your selected profile (Profit Focused, Balanced, or Risk Focused).

How we use it

We use your email address to deliver your requested report. Your details may be added to a CRM for follow-up purposes. You can unsubscribe from any follow-up communications at any time by clicking the unsubscribe link in any email we send.

A one-way hash of your email address is retained locally solely to enforce our fair use limit of three reports per email address. This hash cannot be reversed to identify you.

Supplier data

Supplier information included in reports is sourced from publicly available sources. This data is stored in ProcureValue's systems to improve report quality and reduce processing time for subsequent requests.

Your consent

By submitting the report request form, you consent to receive your requested report and occasional follow-up communications from ProcureValue. You may opt out at any time.

14. Changes to This Policy

We will publish any changes to this policy on this page. The 'Last updated' date at the top shows when we last revised it. We encourage you to review this policy periodically.

15. Contact Us

Questions about your privacy? Contact us:

- **ProcureValue Privacy Team**
- **Email:** `privacy@procurevalue.tech`
- *(We respond within 30 days)*

16. Common Questions

- **Q: What about the email addresses I use for survey invitations?**
  - Those are business data (not your personal data). Your organisation controls that list. We process them to send invitations and delete them within 90 days of campaign completion.
- **Q: Are survey responses linked to me?**
  - No. Responses are 100% anonymous.
- **Q: Can other companies see my information?**
  - No. Each organisation's data is completely isolated.
- **Q: Do you use our data for industry benchmarking reports?**
  - Only if you **opt in**. Your specific data is never identified—we only use anonymous aggregates across many organisations.
- **Q: What if I signed up with Microsoft/Google OAuth?**
  - We receive your email and name from the OAuth provider. We don't receive your Microsoft/Google password.
- **Q: Is ProcureValue GDPR compliant?**
  - Yes. We follow GDPR principles: data minimisation, encryption, user rights (access, deletion), and secure data processing agreements with all service providers.