

# PRIVACY POLICY

**Last Updated: May 20, 2026**

Welcome to **Tenova** (“we,” “our,” or “us”). We are committed to protecting the privacy and security of your business and personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the Tenova mobile and desktop applications (the “App”) and our associated services (the “Services”).

By downloading, installing, or using Tenova, you agree to the collection and use of information in accordance with this policy.

## 1. Information We Collect

To provide a robust, multi-branch rental management system, Tenova collects information necessary for core app functionality and account security.

### A. Personal and Account Information

- **Registration Data:** When an enterprise creates an account, we collect names, corporate email addresses, phone numbers, and account passwords.
- **Tenant & Branch Data:** As a business operator, any data you input regarding your rental branches, tenant contracts, square footage specifications, inventory details, and operational notes is stored securely on our database.

### B. Financial and Transaction Information

- If you subscribe to our Services, payment data (such as credit card networks like Visa, Mastercard, Amex, Discover, or JCB) is processed securely through third-party payment gateways (e.g., Stripe). Tenova **does not** store raw credit card numbers on its servers.

### C. Technical and Device Data

- **Log and Usage Data:** We collect diagnostic logs, app performance metrics (e.g., GridView runtime execution states), error reports, and device information (OS version, device model) to maintain platform stability.

## 2. How We Use Your Information

Tenova uses collected data strictly for purposes reasonably expected by an enterprise B2B user:

- **Core Functionality:** To manage multi-branch rental records, handle contract tracking, and process automated structural area calculations.

- **Security & Fraud Prevention:** To verify user access across different employee or manager device tiers.
- **Customer Support:** To troubleshoot database performance, stored procedure operations, or user interface rendering bugs.
- **Account Communications:** To send transactional updates, system maintenance alerts, and critical account logs.

### 3. Data Sharing and Third Parties

We do not sell, trade, or rent your personal or business data to third parties. Data is only shared with trusted service providers to facilitate our system infrastructure:

- **Cloud Infrastructure & Hosting:** Database storage and cloud server backends (e.g., Microsoft SQL Server / AWS / Google Cloud) to store tenant and application data safely.
- **Payment Gateways:** Secure digital payment networks to manage subscription licensing.
- **Legal Compliance:** We may disclose data if required by law, subpoena, or to protect the safety and integrity of our ecosystem.

### 4. Data Security & Retention

We prioritize data integrity and implement industry-standard administrative, technical, and physical security measures (including data encryption in transit and at rest) to protect your corporate records.

We retain your information for as long as your enterprise account remains active or as needed to comply with our regulatory, accounting, or legal obligations.

### 5. User Rights & Account Deletion

In compliance with international data protection privacy frameworks and app store distribution policies, you have full control over your data:

- **Access & Rectification:** You can update or correct your account and branch details directly inside the application UI.
- **Mandatory Account & Data Deletion:** You have the right to delete your account at any time. You can request complete deletion directly inside the App settings panel, or by visiting our website portal at [tenovahub.com/delete-account](https://tenovahub.com/delete-account). Upon processing, all personal data and branch infrastructure tied explicitly to your account will be permanently purged from our active SQL servers, except where retention is legally mandated.

### 6. Children's Privacy

Tenova is an enterprise business-to-business (B2B) application designed explicitly for commercial operators and adult professionals. We do not knowingly collect, target, or solicit personal data from children under the age of 13 (or local statutory minor limits). If we discover a minor has provided us with personal info, it will be immediately expunged from our database logs.

## **7. Changes to This Privacy Policy**

We may modify this Privacy Policy from time to time to align with new feature structures or evolving app store compliances. We will notify you of any material changes by updating the "Last Updated" date at the top of this policy and prompting an in-app notice where appropriate.

## **8. Contact Us**

If you have any questions, security concerns, or inquiries regarding your data privacy rights, please reach out to our team at:

- **Email:** [support@tenovahub.com](mailto:support@tenovahub.com)
- **Website:** [www.tenovahub.com/privacy](http://www.tenovahub.com/privacy)