

PRIVACY POLICY FOR THE LYRO CO-PILOT CHROME EXTENSION

Last Updated:

Thank you for choosing to use the Lyro Co-Pilot Chrome Extension (the “Extension”), provided by Tidio (“we,” “us,” or “our”). We are committed to protecting your privacy and complying with all relevant legal requirements, including Google’s User Data Policy and the general principles outlined in Tidio’s Privacy Policy.

1. SCOPE

This Privacy Policy describes how we collect, use, and share information when you install and use the Extension. It also explains your rights and choices regarding the information we handle. By installing or using the Extension, you acknowledge that you have read and understand this Privacy Policy.

2. WHAT THE EXTENSION DOES

The Extension integrates with third-party customer support platforms to offer AI-powered suggestions for customer support tickets. It retrieves ticket information visible to you in your browser, processes it through Lyro’s Co-Pilot engine, and displays response suggestions directly within the relevant platform’s interface.

3. INFORMATION WE COLLECT

We “handle” (collect, process, or transmit) certain data to provide and improve the Extension’s functionality. This may include:

1. Ticket Content:

- The text of customer support tickets, which can include personal or sensitive information entered by end-users (e.g., customers’ names, emails, addresses, or other personal data).
- We only collect the minimum amount of ticket data required to generate AI-powered suggestions (for example, the subject line, ticket body, or chat content).

2. Usage Data and Analytics:

- Information about how you interact with the Extension, such as how often suggestions are displayed, how often users copy suggestions, and performance metrics (e.g., time-to-suggest).
- IP addresses or device/browser identifiers (to understand usage patterns and for security checks).
- Whether you type your own answer before or after the Extension generates a suggestion (to help us measure the impact and speed of Co-Pilot).

3. Authentication Data:

- When you log in to your Tidio account via the Extension, we collect login status (logged in vs. not logged in) and may validate your identity through Tidio’s authentication systems.
- We do not collect or store your password. Authentication tokens (if used) are handled securely and only used to maintain your authenticated session.

4. Feedback & User-Generated Content:

- If you provide feedback on suggestions (e.g., marking a suggestion as “helpful” or “not helpful”), or supply your own correct response for Co-Pilot training, we process that data to improve our service.

4. HOW WE USE YOUR INFORMATION

We use the collected data to:

1. Provide and Improve the Service:

- Generate accurate AI-driven suggestions for your customer support tickets.
- Analyze user interactions and feedback to continuously enhance the quality of Co-Pilot’s suggestions.

2. Support and Troubleshooting:

- Respond to inquiries, provide technical support, and resolve issues reported by users.

3. Analytics and Reporting:

- Monitor performance metrics such as suggestion rate, copy rate, or time-to-suggest.
- Track adoption of the Extension for internal reporting, user engagement, and sales development outreach (SDR pipeline).

4. Compliance and Enforcement:

- Enforce our Terms of Service, comply with legal obligations, and protect our rights and the rights of our users.

5. HOW WE SHARE YOUR INFORMATION

We **do not sell** your personal or sensitive data to third parties. We may share information only in the following limited circumstances:

1. Service Providers:

- We may share data with trusted third-party service providers or subprocessors (e.g., cloud hosting providers) who assist in delivering the Extension’s functionality. These providers are bound by contractual obligations to process data only in accordance with our instructions and to protect it appropriately.

2. Legal and Safety Reasons:

- We may disclose information if required to do so by law, court order, or in response to a lawful request by public authorities. We may also disclose information when we believe it is necessary to investigate fraud, protect our rights, or ensure the safety of our users or the public.

6. DATA SECURITY

We are committed to handling your data securely, in accordance with industry standards and Google’s requirements:

- **Encryption in Transit:** We use secure connections (HTTPS, WSS, or equivalent) to transmit personal or sensitive user data, ensuring that your information is protected during transfer.
- **Encryption at Rest:** Where applicable, we store personal or sensitive data using strong encryption methods such as RSA or AES.
- **Access Controls:** We limit access to user data to authorized employees and service providers who require it for the purposes outlined in this Policy and are bound by strict confidentiality obligations.

While we take reasonable measures to protect your information, no security system is impenetrable. You share information at your own risk and are responsible for keeping your login credentials confidential.

7. DATA RETENTION

We retain personal or sensitive user data only for as long as necessary to fulfill the purposes described in this Privacy Policy, comply with our legal obligations, resolve disputes, and enforce our agreements. We may anonymize or aggregate data for analytics and research purposes, in which case the data is no longer identifiable and may be retained indefinitely.

8. YOUR CHOICES AND RIGHTS

1. **Opt-Out:**
 - You can uninstall or disable the Extension at any time through your Chrome browser's extensions manager.
 - If you wish to restrict the Extension's access to certain websites or data, you can manage permissions in your browser settings.
2. **Access, Update, or Delete Data:**
 - If you have a Tidio account, you may be able to access, update, or delete certain information directly within the Tidio platform's settings.
 - For further assistance with data requests, you may contact us at the email address provided below.
3. **Cookies & Browser Storage:**
 - The Extension may use local storage or similar technologies to save session information. You can manage or clear this data via your browser settings.

9. INTERNATIONAL TRANSFERS

We operate globally and may transfer your information to countries outside of your own for the purposes described in this Privacy Policy. When we do so, we take steps to ensure that the transfer is lawful and that your information is adequately protected, such as by using approved data transfer mechanisms.

10. THIRD-PARTY LINKS AND SERVICES

This Extension provides integrations with third-party platforms, but we do not control the data practices of these platforms. When you navigate to or interact with a third-party service,

their own privacy policies apply. We encourage you to review those policies to understand their data practices.

11. CHILDREN’S PRIVACY

This Extension is not directed to children, and we do not knowingly collect personal information from children. If you believe that a child under the relevant age of consent has provided us with personal information, please contact us so we can take steps to delete such information.

12. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, or legal requirements. We will post any revisions on this page and indicate the “Last Updated” date at the top. Your continued use of the Extension after any changes indicates your acceptance of the revised Privacy Policy.

13. CONTACT US

If you have any questions, concerns, or requests related to this Privacy Policy or your personal data, please contact us at:

Tidio

Website: <https://www.tidio.com/>

Email: support@tidio.com

We are committed to working with you to address any concerns and to comply with applicable privacy laws and regulations.

By installing or using the Lyro Co-Pilot Chrome Extension, you confirm that you have read and understood this Privacy Policy and agree to its contents.