Privacy Notice

Effective date: October 24, 2026 **Who we are:** KEIGHT LLC, an Iowa limited liability company, the company that offers Allodi, 109 SE 4th Street, Des Moines, IA 50309, USA. Privacy contact: privacy@allodi.us.

This notice explains what personal information we collect when you visit our website at https://allodi.us, use our support portal at https://portal.allodi.us, or otherwise deal with us as a customer, prospect, or supplier, and how we use it.

1. Two Different Situations

1.1 **Our own data (this notice).** When you visit our website, contact us, or use a support portal account, we decide what to collect and why. We are the "controller" of that information, and this notice applies.

1.2 **Our customers' Odoo data (not this notice).** We host, support, and maintain Odoo systems for business customers. Those systems contain personal information about our customers' employees, customers, and suppliers. We process that information only on the customer's instructions as their "processor," under a Data Processing Agreement. If your information is in a customer's Odoo system, that customer is responsible for it. Contact the customer, not us, to exercise your rights; if you contact us, we will forward your request to them.

1.3 **Free scan uploads.** A business that asks for our free read-only scan may upload the database part of an Odoo backup instead of running the scan program itself. That database holds the business's records, including personal information about its employees, customers, and suppliers. The business remains the controller of that information. We use it only to run the scan the business asked for, on a temporary server used for nothing else, and delete it as Section 8 describes. The scan program reads only Odoo's settings tables (installed modules, customizations, and counts of companies and users), and the report we send back holds counts and names of modules and customizations, not business records. No Data Processing Agreement is signed for a scan; a business that needs one before sending personal information can run the scan program on its own server, so that only the result file reaches us, or ask for our Data Processing Agreement before uploading.

2. Definitions

"**Personal information**" means information that identifies or relates to an identifiable individual. "**You**" means a website visitor, portal user, or individual contact at a customer, prospect, or supplier.

3. What We Collect

Source	Information	Why
Website visit	IP address (used only to derive country and a daily visitor code; not stored by our analytics), pages visited, referring site, campaign tags, browser, operating system and device type, screen size, language,	Run and secure the site; understand how it is used (aggregate analytics, Section 3.1)

	country	
Contact or quote form	Name, company, email, phone, message content, and any campaign tags in the address of the page you sent it from (Section 3.1)	Respond to your inquiry; prepare a proposal; see which of our ads or links brought it
Support portal account	Name, work email, phone (optional), role, login times, IP address, MFA settings	Provide the account; authenticate you; security logging
Support tickets	Ticket text, attachments, and the history of actions taken on your company's systems	Provide the services; keep an audit trail that your company can see
Customer and supplier records	Contact details, job title, billing details, payment method references (we do not store full card numbers; our payment processor does), communications	Contracts, invoicing, payment, and account management
Alert notifications	Email address if your company elects to receive alerts	Send alert summaries by email
Free scan	The result file of the scan program (Odoo version, counts of companies and users, names of installed modules and of customizations), or, for an upload, the database part of an Odoo backup (Section 1.3)	Run the free scan and prepare a quote

We do not knowingly collect information from children under 16, and our services are for businesses.

3.1 **Website analytics.** We count visits to our website with Umami, open-source analytics software that runs on our own server, not a third-party service. It sets no cookies and stores nothing on your device. For each page view it records the time, the page address (including campaign tags such as utm_source and advertising click identifiers), the page title, the referring site, your browser, operating system, device type, screen size and language, and your country, derived from your IP address. On the pages our ads link to (the Odoo 19 upgrade page and the free scan page) it also records how long the page has been open on your screen (marks at 5, 15, 30, 60, 120 and 300 seconds), how far down you scroll (a quarter, half, three quarters, the end) and which of the page's links and buttons you tap, with the same visit details. Our analytics do not store your IP address; together with your browser details it is used only to make a coded visitor ID that changes every day. Visits from known bots are filtered out. We keep these records for 13 months, then delete them automatically. We do not share this data with third parties. If your browser sends a Do Not Track or Global Privacy Control signal, nothing is recorded. Country lookups use IP geolocation data from DB-IP (db-ip.com), licensed under CC BY 4.0. If you send us a form on our website (contact, quote, or free scan) from a page whose address carries campaign tags such as utm_source, we keep those tags with your inquiry, for as long as we keep the inquiry (Section 8), to see which of our ads or links brought it. The tags pass from page to page only in the page address, so, like any web address, they can appear in your browser history; nothing else is stored on your device.

3.2 **Text messages.** If you opt in to Allodi text alerts (see on-call alerts at https://allodi.us/sms-alerts.html and the SMS terms at https://allodi.us/sms-terms.html), we use your mobile number only to send those alerts and to answer your HELP and STOP replies. Text messaging opt-in data and consent

are not shared with any third parties. Mobile information is not sold or shared with third parties or affiliates for marketing or promotional purposes. Our messaging platform (Telnyx) and the phone carriers process your number only to deliver these messages. If you reply STOP, we stop sending and keep only the record that you opted out.

4. How We Use It and Legal Basis

Use	Legal basis (where GDPR or UK GDPR applies)
Providing services and support under a contract with your company	Performance of a contract, or our legitimate interest in performing the contract with your employer
Invoicing, payment, and accounting	Contract; legal obligation (tax and accounting records)
Securing our systems and detecting abuse	Legitimate interest in security
Improving our services, in aggregate and de-identified form	Legitimate interest
Responding to inquiries and sending proposals, and seeing which of our ads or links brought an inquiry	Legitimate interest, or steps at your request before a contract
Marketing emails about our services to business contacts	Legitimate interest in B2B marketing, or consent where required; you can opt out any time
Complying with law and legal process	Legal obligation

We use what you send through our website forms to run our free-service drawing (see https://allodi.us/drawing.html) and to contact winners. Entries are deleted on the same schedule as other inquiries.

We do not sell personal information and do not share it for cross-context behavioral advertising.

5. AI Tools

5.1 We use artificial intelligence tools, including Claude models from Anthropic PBC accessed through Anthropic's commercial API, to help triage support tickets, run diagnostics, and draft responses. A human reviews and is responsible for actions taken as a result.

5.2 When you submit a ticket, its text and relevant excerpts of your company's system data may be sent to Anthropic for processing. Anthropic's Commercial Terms provide that Anthropic may not train models on customer content from its services. We do not send full database backups to any AI provider, and the databases uploaded for a free scan (Section 1.3) are not sent to any AI provider.

5.3 Every AI-assisted action is labeled in the ticket and in the action log your company can see.

6. Who We Share It With

Recipient	Purpose
Hetzner Online GmbH (Germany)	Hosting: cloud infrastructure for customer systems (in the customer's own account) and for our own systems, including our website, support portal and website analytics, and the temporary server in the United States that runs a free scan of an upload
Backblaze, Inc. (USA)	Backup storage, and a private storage bucket in our own account, in the United States, that receives free scan uploads
Anthropic, PBC (USA)	AI processing of support tickets (Section 5)

Microsoft Corporation (USA)	Email (Microsoft 365), including email sent from our website and support portal
Cloudflare, Inc. (USA)	DNS for our domains
Telnyx LLC (USA)	Our phone lines, and delivery of the text alerts you opt in to (Section 3.2)
Stripe, Inc. (USA); Authorize.net (Visa Inc., USA) when it replaces Stripe; Company's bank	Payment processing. Card details go directly to the payment processor; Company never receives or stores full card numbers
Accountants, attorneys, insurers	Professional advice, as needed
Authorities	When required by law or to protect rights and safety
A buyer or successor	If we sell or reorganize the business, subject to this notice

Our website analytics run on our own server (Section 3.1), so no analytics provider receives your information. Our current sub-processor list for customer data is in the Data Processing Agreement and the support portal.

7. International Transfers

We are located in the United States. If you are in the European Economic Area, the United Kingdom, or Switzerland, your information is transferred to the United States. For customer systems we process as a processor, transfers are covered by the EU Standard Contractual Clauses and UK Addendum in our Data Processing Agreement. For our own data (contacts, portal accounts), we rely on the same clauses with our providers, or on their certification under the EU-US Data Privacy Framework where applicable.

8. How Long We Keep It

Data	Retention
Web server access logs	Not kept. Website analytics records are kept as described in Section 3.1
Website analytics records (Section 3.1)	13 months, then deleted automatically
Inquiry and proposal records	Twelve months after last contact if no contract results
Free scan uploads (Section 1.3)	Deleted when the scan is done. A deletion rule on the storage bucket removes every upload within 7 days of its arrival even if a step fails
Free scan results (counts and names)	Twelve months after the scan if no contract results, or sooner on request; if a contract results, as part of the Statement of Work
Support portal accounts and tickets	Term of the customer contract plus 12 months, then deleted unless the customer requests an export or earlier deletion
Action logs	At least 12 months; longer if the customer contract requires
Contracts, invoices, and accounting records	7 years, as required by tax law
Marketing contact records	Until you opt out or 2 years of inactivity

9. Your Rights

9.1 Depending on where you live, you may have the right to access, correct, delete, or receive a copy of your personal information, to restrict or object to processing, to withdraw consent, and to complain to a

supervisory authority. Residents of some US states may have similar rights and the right not to be discriminated against for exercising them.

9.2 To exercise a right, email privacy@allodi.us. We will verify your identity and respond within the time required by law (generally 30 days in the EU and UK, 45 days under US state laws). You may use an authorized agent where the law allows.

9.3 If your information is in a customer's Odoo system, see Section 1.2; we will forward your request to that customer.

9.4 EU and UK residents may complain to their local data protection authority. We do not currently have an EU or UK representative.

10. Cookies

We use only strictly necessary cookies: our support portal uses them for login sessions and security. Our website sets no cookies, and its analytics set none (Section 3.1). We do not use advertising, analytics or other non-essential cookies. You can block cookies in your browser; the portal will not work without session cookies.

11. Security

We use multi-factor authentication, encryption in transit, encrypted backups, access logging, and least-privilege access. No system is perfectly secure. If we learn of a breach affecting your information, we will notify you and any authorities as the law requires.

12. Marketing Communications

We may email business contacts about our services. Every marketing email has an unsubscribe link, and you can also email privacy@allodi.us to opt out. We do not send marketing SMS.

13. Changes

We may update this notice. The effective date at the top shows the current version. For material changes we will notify portal users by email or portal notice.

14. Contact

Allodi, 109 SE 4th Street, Des Moines, IA 50309, USA. Email: privacy@allodi.us. Phone: 515-644-1400.