



Tyten Technologies Limited

Company Number 16101444

C/O Antler, 32-38 Techspace Aldgate East,
Leman Street, London, E1 8EW, United Kingdom

10 September 2025

Tyten AI Privacy Policy

1. Who We Are

This Privacy Policy applies to the services provided by **TYTEN TECHNOLOGIES LIMITED**, a UK-registered company with its registered office at C/O Antler, 32-38 Techspace Aldgate East, Leman Street, London, England, E1 8EW.

We provide an AI-powered facilities management platform, including an AI helpdesk assistant, technician tools, admin dashboard, and backend integrations used by facilities management providers.

2. Scope

This Privacy Policy applies to all users of the Tyten AI solution, including:

- Residents interacting via WhatsApp or similar interfaces
 - Technicians using the Tyten tools
 - Facilities managers and admin staff using the dashboard
 - FM providers as enterprise clients
 - Tyten’s internal users supporting or maintaining the platform
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3. Data We Collect

We collect and process the following types of information:

Category	Examples
Personal identifiers	Names, phone numbers, emails
Repair request content	Issue descriptions, error codes
Photo/video uploads	Media submitted to describe or verify faults
Work order data	Equipment ID, fix steps, diagnostic results
Device/session metadata	Device type, IP address, WhatsApp metadata
Diagnostic usage data	Timestamps, prompt usage, button clicks
Building and asset data	Equipment lists, floor plans, asset metadata
Location data	GPS data or address info (e.g. for technicians)
Voice data	WhatsApp voice messages or transcripts

4. How We Use This Data

We process the above data to:

- Route and resolve maintenance issues using AI tools
 - Assist technicians with diagnostics and task documentation
 - Generate work orders and update CAFM systems
 - Deliver and monitor service quality for client companies
 - Improve system performance and user experience
 - Provide support and respond to client inquiries
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5. Legal Bases for Processing

We rely on the following legal grounds under UK GDPR and related laws:

- **Contract performance** – For processing necessary to deliver our services to clients
 - **Legitimate interests** – For platform monitoring, improvement, and internal reporting
 - **Consent** – For opt-in actions, such as WhatsApp messaging permissions
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6. Sharing and Sub-Processing

We use selected service providers (sub-processors) to deliver the Tyten AI solution, including:

Provider	Purpose
OpenAI, Google	AI generation and infrastructure
Meta (WhatsApp), Twilio	Communication interface for residents
AWS, GCP, Azure	Hosting, storage, and server infrastructure

Microsoft	Internal operations and productivity tools
Folk CRM	Customer relationship management

These sub-processors are approved by default and do not require individual client approval. A full list may be shared upon request.

7. Retention of Data

We retain data only for as long as necessary to:

- Fulfill our service obligations under client contracts
- Meet legal and regulatory requirements
- Comply with internal data retention schedules

Client companies may request deletion or data export under agreed terms.

8. Data Security

We implement appropriate technical and organisational safeguards, including:

- Data encryption in transit and at rest
 - Access controls for user roles
 - Monitoring and auditing of system access
 - Secure infrastructure from AWS, GCP, and Microsoft Azure
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9. Your Rights

If your personal data is processed by Tyten AI, you may have the right to:

- Access your data
- Request correction or deletion

- Object to certain processing
- Request data portability

To exercise your rights, contact us at **privacy@tyten.ai**.

10. Updates to This Policy

This Privacy Policy may be updated to reflect legal, operational, or functional changes. Clients and affected users will be notified of material updates where applicable.