PRIVACY POLICY

1. Introduction

Welcome to the Water Governance Diagnosis Tool (the "Tool"), developed within the InnWater project. At Eurecat, we are committed to protecting your personal data and respecting your privacy. This Privacy Policy outlines how we collect, use, store, and protect your information when you use the Tool.

2. Data Controller

The data controller responsible for your personal data is:

Eurecat – Technology Centre of Catalonia
www.eurecat.org
 Contact Email: oriol.alas@eurecat.org

3. Information We Collect

a. Account Information

- **Email Address:** Collected during account creation. Stored in hashed form using secure hashing algorithms.
- **Password:** Stored securely using industry-standard hashing techniques.

b. Form Content

- **User Inputs:** Information you submit through diagnostic forms, including responses related to governance assessments and policy insights.

c. AI Interaction Data

- **User Queries and Assistant Responses:** Stored anonymously to improve AI performance. These do not reference your identity unless your input explicitly includes personal information.

d. Feedback Data

- **Feedback Button Content:** Stored anonymously. However, if your written feedback includes personal information, it will be stored as part of the content.

4. How We Use Your Information

We process your information to:

- Operate and manage the Tool,
- Analyze usage to improve the user experience and system performance,
- Ensure platform security and reliability.

5. Legal Basis for Processing

We rely on:

- **Legitimate interest** to provide and secure the Tool,
- **User consent** for interaction and feedback analysis,
- **Contractual necessity** for basic account services.

6. Data Retention

We retain personal data only as long as necessary to fulfill the purposes described here, or as required by law. Users may delete their accounts and associated data at any time.

7. Data Security

We apply strict technical and organizational measures to protect your information, including:

- Secure storage of hashed credentials,
- Anonymization of AI interactions and feedback,
- Controlled access to data storage systems.

8. Your Rights

You have the right to:

- Access the data we hold about you,
- Correct inaccurate data,
- Delete your data ("right to be forgotten"),
- Restrict or object to processing,
- Request data portability.

To exercise your rights, contact us at oriol.alas@eurecat.org.

9. Data Deletion

You can delete all personal data associated with your account from within the Tool interface. This will result in the permanent erasure of your account, form inputs, and credentials.

10. Use of AI and User Assumptions

When using the AI assistant, you acknowledge that:

- You are interacting with a non-human, probabilistic system,
- The assistant only accesses **public, non-sensitive InnWater project documents**,
- Its outputs are suggestions and do not replace expert judgment,
- Final decisions remain your responsibility, and verification is encouraged.

11. Feedback and AI Logs

Interactions through the feedback button are stored anonymously and cannot be traced back to your identity — unless you include identifying information within the content. These logs help improve system quality and fairness without being used to retrain the language model.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on the Tool interface with an updated date of effect.

13. Contact

For questions, feedback, or to exercise your data rights, please contact:

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