

Privacy policy

This Privacy Policy explains the policies of Consibio ApS on the collection and use of the information we collect when you access the Consibio Cloud web platform via <https://v3.consibio.cloud> (<https://v3.consibio.cloud>), <https://consibio.cloud> (<https://consibio.cloud>) or <https://cloud.consibio.com> (<https://cloud.consibio.com>), (the "Service"). This Privacy Policy describes your privacy rights and how you are protected under privacy laws.

By using our Service, you are consenting to the collection and use of your information in accordance with this Privacy Policy. Please do not access or use our Service if you do not consent to the collection and use of your information as outlined in this Privacy Policy.

Consibio ApS is authorized to modify this Privacy Policy at any time. This may occur without prior notice. Consibio ApS will post the revised Privacy Policy on this site.

Collection and use of your personal information

Information we collect

When signing up for our Service, you will be prompted to provide us with personal information used to set up your account, authenticate you in subsequent logins and provide you with notifications from the platform. You are asked to provide the following information:

- Name (required)
- Email (required)
- Password (required)
- Mobile number (optional)
- Company name (optional)

In addition to this, we collect Usage Data when you utilize the platform for session logging. We do this for both security monitoring and for optimizing platform features. Usage Data includes the following:

- Internet Protocol (IP) address of computers accessing the Service.

- Browser used to access site.
- Time and date of access.
- Interactions on the site during an open session.

How we collect information

The Service collects and receives information from you in the following manner:

- When you sign up for a user account with the Service.
- When you interact with our Service.

Your information will be stored for up to 365 days after it is no longer required to provide you the services. Your information may be retained for longer periods for reporting or record-keeping in accordance with applicable laws. Information which does not identify you personally may be stored indefinitely.

How we use your information

The Service may use your information for the following purposes:

- Providing and maintaining our Service, as well as monitoring the usage of our Service.
- To contact you. We will contact you in relation to the functions, products, services, or security updates when necessary or reasonable.
 - We will only contact you via phone and SMS to provide notifications from the Service related to alarm notification functionalities in the Service you have explicitly and actively subscribed to. At any time, you can also choose to unsubscribe from these alarms to stop receiving the related SMS messages or calls. Subscribing and unsubscribing to alarm notifications (and thus all SMS messages and calls) is done by the user directly in the web platform of the Service.

How we share your information

Consibio ApS will share your information, when applicable, in the following situations:

- With your consent. Consibio ApS will share your information for any purpose with your explicit consent.

Third-party sharing

The data collected by the Service is only used for the functionality of the Service and to provide you notifications that are part of the Service's offerings (like alarms and automated reports).

We only share the required parts of your data with subcontracting third parties, when it is required to provide the functionalities of the Service. This includes:

- Sharing your phone number with our SMS/call service provider, as the recipient of an SMS notification or automated call for alarm notifications (but only when you have explicitly subscribed to that in the web portal of the Service).
- Sharing your email with our email service provider, as the recipient of an email notification for e.g. an alarm or an automated report (but only when you have explicitly subscribed to that in the web portal of the Service).

We never share Usage Data with any third parties.

No data (including mobile information) will be shared with third parties or affiliates, for marketing or promotional purposes.

If you choose to provide the information listed here during signup or otherwise, you are giving Consibio ApS permission to use, share, and store that information in a manner consistent with this Privacy Policy. Your information may be disclosed for additional reasons, including:

- Complying with applicable laws, regulations, or court orders.
- Responding to claims that your use of our Service violates third-party rights.
- Enforcing agreements you make with us, including this Privacy Policy.

Cookies

The Service does not use cookies or collect any data through cookies.

Security

Your information's security is important to us. <https://www.consibio.com/> (<https://www.consibio.com/>) utilizes a range of security measures to prevent the misuse, loss, or alteration of the information you have given us.

This includes but is not limited to:

- Only providing access to the service through TLS encrypted connections.
- Safeguarding access to your data through a comprehensive set of internal Identity and Access Management (IAM) tools ensuring 3rd parties cannot gain unauthorized access to your data.
- Encrypting your data at rest using modern encryption standards.

However, because we cannot guarantee the security of the information you provide us, you must access our service at your own risk.

For more detail on how Consibio Cloud is secured end-to-end, see [Security in Consibio Cloud](#).

Contact us

For any questions, please contact us through the following methods:

Name: Consibio ApS **Address:** Sindalsvej 37, 8240 Risskov **Email:** info@consibio.com
Website: <https://www.consibio.com/> (<https://www.consibio.com/>) **Phone:** [+45 20 68 71 89](tel:+4520687189)

Revisions

Version	Comments
2025-02-08	Policy uploaded to help center

Note

Reviewer: confirm this policy text still reflects current data-handling practices (retention periods, sub-processors, current domains) before publishing, and add a revision row here once reviewed.

