

BetterCo Platform Privacy Policy

As of: October 2026 · supersedes the version of 10 January 2023 · Convenience translation – the German version is binding

This Privacy Policy applies to the BetterCo platform. Visits to our website betterco.ai are governed by our separate Website Privacy Notice.

1 Who is responsible for what

Founders1 GmbH processes personal data in two roles. Which rights you have, and against whom, depends on the processing concerned.

1.1 Data in the platform: we are a processor

Law firms, notarial offices, tax advisory firms and other obliged entities use the platform to onboard and identify their clients and customers and to screen them under the GwG (German Anti-Money Laundering Act). The respective entity is the controller for this data. We process it solely on that entity's instructions on the basis of a Data Processing Agreement pursuant to Art. 28 GDPR.

If you are a client or customer of such an entity, please address any requests concerning your data to that entity. It informs you about the processing in its own privacy policy. If your request reaches us directly, we will forward it there without undue delay and inform you accordingly.

Have you received a link to enter information? The same applies, even if the information concerns not you but someone on whose behalf you are acting: the controller is the entity that sent you the link. In addition to your entries, the e-mail address to which the link was sent, a technical access key with an expiry time, where applicable a one-time code, and the time and IP address of your accesses are processed. No user account is created; access ends when the link expires.

1.2 Our own processing: we are the controller

Founders1 GmbH is the controller for the accounts of our Customers' employees who use the platform, for support and contractual correspondence, for technical logs relating to the operation and security of the platform, and for contract initiation and invoicing. The following sections describe only this processing.

1.3 Contact

Item	Details
Controller	Founders1 GmbH
Registered office	Berlin, Amtsgericht Charlottenburg, HRB 234373 B
Business address	Berger Straße 224, 60385 Frankfurt am Main
Managing Directors	Eckhard Ortwein, Dirk Dorsch
Data protection	privacy@betterco.ai

2 What data we process and for what purpose

Data	Purpose	Legal basis
User account data: name, business e-mail address, role, permissions	Provision of the platform to our Customer, account management, login	Art. 6(1)(b) GDPR in relation to the Customer; Art. 6(1)(f) GDPR in relation to Users
Usage and log data: time and type of accesses, IP address, technical events	Operation, security, troubleshooting, traceability	Art. 6(1)(f) GDPR: interest in secure and functional operation

Data	Purpose	Legal basis
Support requests and our responses	Handling of requests	Art. 6(1)(b) or (f) GDPR
Company name, contact persons, contractual and invoicing data	Conclusion of contracts, invoicing, bookkeeping	Art. 6(1)(b) and (c) GDPR in conjunction with the HGB (Commercial Code) and the AO (Fiscal Code)
Contact details of existing Customers	Information about our own similar products	Art. 6(1)(f) GDPR; objection possible at any time

We do not use any analytics or advertising tools in the platform; only technically necessary cookies are used (§ 25(2) no. 2 TDDDG (Telecommunications Digital Services Data Protection Act)).

3 How long we retain data

- **Account data:** for the term of the contract with our Customer; thereafter erasure within 60 days.
- **Log data:** 30 days.
- **Support correspondence:** 24 months after the request has been closed.
- **Contractual and invoicing records:** in accordance with the statutory retention periods (§ 147 AO, § 257 HGB), 6, 8 or 10 years depending on the type of record.

Data in backups is removed in the regular backup rotation, no later than after 12 months, and is not restored to production.

4 Recipients

We disclose personal data only to

- service providers acting for us as processors, in particular for hosting and database; the sub-processors used for the platform are named in our published list at betterco.ai/subprocessors,
- Google Ireland Limited as processor for e-mail and office communication (Google Workspace), in particular for support and contractual correspondence,
- authorities, courts and professionals such as tax advisers or auditors, insofar as we are legally obliged or entitled to do so,
- acquirers or investors in the context of a corporate transaction, under a confidentiality agreement and only to the extent necessary.

We do not sell data or disclose it to third parties for advertising purposes.

5 Where we process data

The platform is operated on Microsoft Azure in the Germany West Central region (Frankfurt am Main); the database runs on MongoDB Atlas in the same region. All data in the platform is stored and processed in the European Economic Area.

We process e-mails, in particular support and contractual correspondence, via Google Workspace provided by Google Ireland Limited. Google may also process this data in the USA; the basis for this is the EU-US Data Privacy Framework or the Standard Contractual Clauses of the European Commission.

Microsoft and MongoDB have no standing access to the data. Access by their personnel is technically blocked and possible only in critical incidents affecting operations or security, subject to our prior approval and for a limited time. Where such access takes place from a third country, it is based on the EU-US Data Privacy Framework or the Standard Contractual Clauses of the European Commission.

6 Processing using artificial intelligence

The platform uses a language model to read uploaded documents and pre-fill information. This concerns our Customers' data under section 1.1. The following applies:

- Processing takes place exclusively via Microsoft's Azure OpenAI Service in a deployment restricted to the EU Data Zone. Microsoft does not use the data to train models.
- For each call, the model receives only the document concerned and has no access to other data or systems.
- Results are labelled suggestions. They are adopted only once a human confirms or corrects them.
- The AI does not assess individuals and does not make decisions. No automated decision-making within the meaning of Art. 22 GDPR takes place.

7 Security

We protect personal data through technical and organisational measures pursuant to Art. 32 GDPR, including encryption, access control with personal accounts and multi-factor authentication, logging, separate environments and regular backups. The full description is published as an annex to the Data Processing Agreement.

8 Your rights

You have the right of access (Art. 15 GDPR), rectification (Art. 16), erasure (Art. 17), restriction of processing (Art. 18) and data portability (Art. 20). You may withdraw consent at any time with effect for the future (Art. 7(3)). To do so, contact privacy@betterco.ai; we generally respond within one month. Where data under section 1.1 is concerned, your point of contact is the entity using the platform.

Right to object. Where we process data on the basis of our legitimate interest (Art. 6(1)(f) GDPR), you may object to this processing at any time on grounds relating to your particular situation (Art. 21 GDPR). You may object at any time, without giving reasons, to the use of your data for product information. An e-mail to privacy@betterco.ai is sufficient.

You may also lodge a complaint with a data protection supervisory authority (Art. 77 GDPR), for example the authority competent for us, the Hessian Commissioner for Data Protection and Freedom of Information (datenschutz.hessen.de).

9 Age limit

The platform is aimed exclusively at businesses and their employees. Use requires a minimum age of 18.

10 Changes

We amend this Privacy Policy when the legal situation, the Services or the processing change. The current version is available on this page and bears its as-of date at the top. We additionally inform our Customers of material changes.