

ITINFLOW

Privacy Policy

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This Privacy Policy explains how EventScouts AG processes personal data through the ItinFlow website, application, automated workflows, and related business services.

Controller

EventScouts AG

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c/o Andrin Renz

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Switzerland

Company identification number: CHE-244.398.648

Email: contact@itin-flow.com

Authorised representative: Andrin Renz, Member of the Board

ItinFlow is a product operated by EventScouts AG.

1. Scope and purpose

This Privacy Policy applies when you visit the ItinFlow website, create or use an account, upload travel proposals, generate or manage itineraries, use the Axus integration, contact us, participate in a beta, or otherwise interact with ItinFlow.

ItinFlow is intended exclusively for businesses and travel professionals. It is not intended for private consumer use.

2. Our roles under data-protection law

EventScouts AG acts as the controller for personal data relating to website visitors, account holders, business contacts, support communications, analytics, billing, security, and the administration of ItinFlow.

For personal data contained in travel proposals uploaded by business customers, the customer will generally determine why and how that data is processed. In that context, the customer will generally act as controller and EventScouts AG will generally act as processor on the customer's instructions.

Business customers remain responsible for ensuring that they have a lawful basis to provide traveller and third-party information to ItinFlow and for providing any notices required by law.

3. Personal data we process

3.1 Account and business information

- Name, business name, job title, email address, telephone number, country, and account settings.
- Login credentials, authentication information, and security-related account records.
- Axus-linked email address and information required to connect or operate the integration.
- Billing and subscription information when paid services are introduced.

3.2 Uploaded proposals and itinerary content

Travel proposals and related documents may contain personal data about travellers, employees, suppliers, or other persons, including:

- Names, contact details, dates of birth, nationality, and travel schedules.
- Passport information, booking references, accommodation and transport details.
- Dietary requirements, accessibility needs, medical information, or other sensitive information.
- Information relating to children or other travellers requiring special assistance.
- Prices, supplier information, preferences, notes, and other content contained in the source document.

Customers should only upload information that is reasonably necessary for the relevant itinerary. Payment-card numbers, card security codes, unnecessary passport copies, and unnecessary medical records must not be uploaded.

3.3 Usage, device, and technical information

- IP address, browser type, device information, language, and approximate location derived from IP.
- Login history, feature use, conversion history, timestamps, errors, and security events.
- Uploaded filenames, processing status, usage counts, and integration activity.
- Diagnostic logs and information required to maintain, secure, and improve the service.

3.4 Communications

- Messages sent to contact@itin-flow.com or through contact, demo, or support forms.
- Support correspondence, feedback, meeting notes, and information voluntarily provided to us.
- Service notifications, account messages, and marketing preferences.

4. How we collect personal data

We collect personal data:

- Directly from users and business customers.
- From documents and information uploaded to ItinFlow.
- Automatically through the website, application, cookies, logs, and analytics tools.
- From connected services such as Axus, where the customer authorises the connection.

- From service providers that support authentication, hosting, automation, analytics, or security.

5. Why we process personal data

We process personal data to:

- Create, authenticate, and administer user accounts.
- Receive, store, analyse, and convert uploaded travel proposals.
- Generate structured itinerary content and transfer it to Axis through the API.
- Display and manage existing proposals, itineraries, and conversion history.
- Provide customer support, investigate errors, and troubleshoot technical problems.
- Operate, maintain, secure, and improve ItinFlow.
- Measure product usage and understand how users interact with the service.
- Send essential service, security, and account communications.
- Manage business relationships, future subscriptions, and legal or accounting obligations.
- Prevent fraud, misuse, unauthorised access, and security incidents.
- Establish, exercise, or defend legal claims.

6. Legal bases where the GDPR applies

Where the European Union or United Kingdom data-protection rules apply, we generally rely on one or more of the following legal bases:

- Performance of a contract or steps requested before entering into a contract.
- Compliance with legal obligations.
- Our legitimate interests in operating, securing, supporting, and improving a B2B software service.
- Consent, where consent is legally required, including for certain non-essential cookies or marketing.
- The establishment, exercise, or defence of legal claims.

When EventScouts AG processes traveller information as a processor, the relevant business customer is responsible for determining the applicable legal basis.

7. Automated processing and artificial intelligence

ItinFlow processes uploaded proposals automatically. Full proposals may be transmitted through n8n Cloud to Anthropic's API for document analysis, information extraction, and itinerary generation.

Automated outputs are not routinely reviewed or approved by EventScouts AG before delivery. Customers must review all generated and transferred information before relying on it or sharing it with travellers or third parties.

Anthropic currently states that inputs and outputs submitted through its commercial API are not used to train its models by default and are generally deleted from its backend within 30 days, subject to the applicable account configuration, safety or legal requirements, and any updated provider terms.

ItinFlow does not use uploaded customer content to train general-purpose artificial-intelligence models without the customer's permission.

8. Axis integration

ItinFlow integrates with Axis through its API to transfer itinerary information into the customer's Axis environment. Axis is an independent third-party platform and processes information under its own terms and privacy practices.

Customers are responsible for ensuring that their use of Axis and the transfer of information to their Axis environment is authorised and lawful.

9. Service providers and recipients

We may disclose or make personal data available to the following categories of recipients:

- Supabase, used for database, authentication, and file-storage services in a European hosting region.
- n8n Cloud, used in Europe to orchestrate automated workflows.
- Anthropic, used through its API for artificial-intelligence and document processing.
- Axis, where the customer uses the itinerary integration.

- PostHog and Google Analytics, used for product and website analytics.
- Email, monitoring, security, hosting, and technical-support providers.
- Professional advisers, auditors, insurers, and authorities where reasonably necessary or legally required.

We may add, replace, or remove providers as the service develops. This Privacy Policy will be updated where a material change affects how personal data is processed.

10. Authorised personnel and contractors

Authorised employees, developers, and contractors may access customer information where reasonably necessary to operate, maintain, support, secure, or troubleshoot ItinFlow, investigate errors, or comply with legal obligations.

Authorised personnel may be located in Switzerland, Vietnam, Oman, Mexico, or other countries identified in an updated version of this Privacy Policy. Access should be limited according to role and subject to confidentiality and data-protection obligations.

11. International data transfers

Although ItinFlow's primary Supabase and n8n environments are configured in Europe, some providers and authorised personnel may process or access personal data from countries outside Switzerland, the European Economic Area, or the United Kingdom.

Where required, we rely on appropriate safeguards, such as adequacy decisions, recognised standard contractual clauses, contractual confidentiality and security obligations, or another legally permitted transfer mechanism.

No internet or cloud service can guarantee that data will remain exclusively within one country.

12. Data retention

Uploaded proposals, extracted information, generated itineraries, and related account content are generally retained while the customer account remains active, unless the customer deletes them earlier.

Users may delete individual proposals and existing itineraries in the application using the available deletion function. Users may also request deletion or assistance by contacting contact@itin-flow.com.

Users may delete their account in the application or request account deletion by email. Following account deletion, associated customer content will generally be deleted or anonymised within 30 days, unless longer retention is required by law, necessary for security or fraud prevention, required to resolve a dispute, or needed to establish, exercise, or defend legal claims.

Deleted information may remain temporarily in backups, logs, or workflow execution history until it is overwritten or removed through the normal retention cycle.

Contractual, billing, accounting, tax, and compliance records may be retained for up to ten years or another period required by applicable law. Security and technical records may be retained for a reasonable period based on operational and risk requirements.

13. Cookies and analytics

ItinFlow uses cookies and similar technologies for authentication, security, session management, preferences, analytics, and service performance.

We use PostHog and Google Analytics and may use additional analytics, monitoring, or performance tools as the service develops. These tools may collect device, browser, IP address, usage, and interaction data.

Where legally required, non-essential cookies and analytics technologies will be activated only after the user has provided consent. Users can manage cookies through the available consent tool and their browser settings.

Blocking essential cookies may prevent parts of the application from working correctly.

14. Communications and marketing

We may send essential account, conversion, security, support, and service communications. These messages are necessary to operate the service and may not include an unsubscribe option.

Promotional communications will be sent only where permitted by law. Recipients may opt out of marketing emails through the unsubscribe link or by contacting contact@itin-flow.com.

15. Data security

We use reasonable technical and organisational measures intended to protect personal data against unauthorised access, loss, misuse, alteration, disclosure, or destruction.

- Encrypted transmission where supported.
- Private or access-controlled file storage and database permissions.
- Role-based access and restricted production access.
- Protected API credentials and server-side secrets.
- Logging, monitoring, backups, and security review processes.
- Confidentiality obligations for authorised personnel and contractors.

No online service can be guaranteed to be completely secure. Customers should avoid uploading information that is not necessary for the intended itinerary.

16. Data breaches

If a personal-data breach occurs, we will investigate it and take appropriate containment and remedial measures. We will notify affected customers, individuals, or competent authorities where required by law.

17. Your rights

Depending on applicable law, individuals may have the right to:

- Request information about whether and how their personal data is processed.
- Obtain a copy of their personal data.
- Request correction of inaccurate or incomplete personal data.
- Request deletion or restriction of processing.
- Object to certain processing based on legitimate interests.
- Withdraw consent at any time where processing is based on consent.
- Request data portability where applicable.
- Lodge a complaint with a competent data-protection authority.

Requests may be sent to contact@itin-flow.com. We may need to verify the requester's identity. Where the relevant information was uploaded by a business customer, we may refer the request to that customer or assist the customer in responding.

18. Business customer responsibilities

Business customers using ItinFlow are responsible for:

- Ensuring that uploaded personal data is collected and disclosed lawfully.
- Providing legally required privacy information to travellers and other affected individuals.
- Uploading only data reasonably necessary for the itinerary.
- Avoiding unnecessary sensitive information and prohibited payment-card data.
- Responding to data-subject requests where the customer acts as controller.
- Reviewing generated outputs and correcting inaccurate personal data.
- Maintaining appropriate account permissions and protecting login credentials.

19. Children

ItinFlow is a B2B service and is not directed at children. However, travel proposals may contain information relating to minors. Business customers are responsible for ensuring that they are authorised to provide and process that information and that it is limited to what is necessary.

20. Third-party links and services

The website or application may contain links to or integrations with independent third-party services. Their privacy practices are governed by their own policies. EventScouts AG is not responsible for how independent third parties process data outside ItinFlow's instructions and control.

21. Changes to this Privacy Policy

We may update this Privacy Policy to reflect changes to ItinFlow, our providers, legal requirements, or data-processing practices. The latest version will be published with an updated effective date and version number.

Where a change materially affects existing users, we may provide additional notice through the application or by email.

22. Contact and complaints

Questions, privacy requests, or complaints may be sent to:

EventScouts AG

Chamerstrasse 175

c/o Andrin Renz

6300 Zug

Switzerland

Email: contact@itin-flow.com

Authorised representative: Andrin Renz, Member of the Board

Individuals may also contact the Swiss Federal Data Protection and Information Commissioner or another competent supervisory authority where applicable.

Website implementation: Link this Privacy Policy in the footer and beside the signup acceptance text. Use a consent banner before activating non-essential analytics where legally required.