

Nevascholar.com Privacy Policy

Version 1.0

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This Privacy Policy explains how Nevascholar.com ("Nevascholar", "we", "us") collects, uses, discloses, stores, and protects personal data when you access our websites, applications, and related services (the "Services").

We comply with the EU General Data Protection Regulation (GDPR). We practice privacy by design and by default throughout our product and engineering lifecycle and continually assess risk to maintain appropriate technical and organizational measures.

Controller and Contact

For the purposes of GDPR, Nevascholar.com is the Controller of personal data processed through the Services.

Primary contact for privacy questions and rights requests: info@nevascholar.com. If required under Article 27 GDPR, Nevascholar will appoint an EU/UK representative and publish their contact details in this Policy.

Scope and Relationship to Other Agreements

This Policy applies to personal data about website visitors, registered users, trial users, business contacts, and prospective customers processed in connection with the Services.

For enterprise customers, where Nevascholar processes personal data strictly on their instructions, the parties' Data Processing Agreement (DPA) governs; in such cases Nevascholar acts as a Processor and the enterprise customer remains the Controller.

Definitions

"Personal data" means any information relating to an identified or identifiable natural person. "Processing" means any operation performed on personal data such as collection, storage, use, disclosure, transmission, or deletion.

"Controller" determines the purposes and means of processing; "Processor" processes personal data on behalf of the Controller. "Supervisory Authority" means an independent public authority established by an EU Member State pursuant to Article 51 GDPR.

Categories of Personal Data We Collect

Account Data: name, email address, authentication credentials, profile settings, language and time-zone preferences.

User Content: prompts, uploaded files, drafts, feedback and other content you submit to the Services in the course of academic writing assistance.

Usage and Log Data: feature usage, clickstream, timestamps, diagnostic and performance logs, error and crash reports, and telemetry related to quality and reliability.

Device and Technical Data: IP address, device identifiers, operating system, browser type and version, locale, referrer, and approximate location inferred from IP.

Communications: support requests, survey responses, email preferences and marketing subscriptions.

Billing Data: payment tokens and limited billing details handled by our PCI-compliant payment processor; Nevascholar does not store full card PANs on its systems.

Special Categories: Nevascholar does not intend to collect special category data. If you include such data in your User Content, we will process it only where you provide explicit consent or another lawful basis under GDPR applies.

Sources of Personal Data

Directly from you when you create an account, submit content, communicate with us, or configure settings.

Automatically from your use of the Services through cookies, pixels, SDKs, logs and similar technologies.

From limited third parties such as payment processors or optional social login providers, subject to their own privacy disclosures.

Purposes of Processing and Lawful Bases

Provide and operate the Services; authenticate users; personalize features; maintain and improve core functionality — Legal basis: Contract (Art. 6(1)(b)).

Customer support; communications about service changes, security alerts, and transactional messages — Legal basis: Contract (Art. 6(1)(b)) and Legitimate Interests (Art. 6(1)(f)).

Security and abuse prevention, including threat detection, fraud monitoring, and incident response — Legal basis: Legitimate Interests (Art. 6(1)(f)) and Legal Obligation (Art. 6(1)(c)).

Analytics, product improvement, research and development, quality assurance and service reliability — Legal basis: Legitimate Interests (Art. 6(1)(f)); Consent (Art. 6(1)(a)) where required.

AI training and machine learning — Legal basis: Legitimate Interests (Art. 6(1)(f)), you may stop AI training and machine learning activities via the Service.

Marketing communications subject to your preferences — Legal basis: Consent (Art. 6(1)(a)); you may withdraw consent at any time without affecting prior lawful processing.

Payments and invoicing — Legal basis: Contract (Art. 6(1)(b)) and Legal Obligation (Art. 6(1)(c)).

Compliance with law, requests from competent authorities, and exercise/defense of legal claims — Legal basis: Legal Obligation (Art. 6(1)(c)) and Legitimate Interests (Art. 6(1)(f)).

Model Training and Evaluation: by default, we do not use customer content to train our models. If you opt in through settings or a separate agreement, we process such content for model training/evaluation under Consent (Art. 6(1)(a)); you may withdraw at any time.

Cookies and Similar Technologies

We use strictly necessary cookies for authentication and security; preference cookies to remember settings; analytics cookies to understand usage and improve performance; and, where applicable, marketing cookies to measure campaigns. You can manage cookies via your browser settings and our consent banner. For non-essential cookies we rely on your consent. For more information please read our Cookie Policy

International Data Transfers

Where personal data is transferred outside the EEA/UK, we use appropriate safeguards such as the European Commission's Standard Contractual Clauses (SCCs) and, where applicable, the UK International Data Transfer Addendum (IDTA) and/or EU-US Data Privacy Framework. We also perform transfer impact assessments and apply supplementary measures where needed.

Data Retention

We retain personal data only as long as necessary for the purposes set out in this Policy and then delete or anonymize it according to our retention schedule. Typical periods include: account data for the life of the account plus 24 months; usage logs up to 12 months; backups up to 35 days; billing records as required by applicable law; support tickets up to 24 months.

Security Measures

We implement technical and organizational measures appropriate to the risk, including encryption in transit and at rest, least-privilege access control and MFA, network segmentation, continuous monitoring and logging, vulnerability management and regular testing, employee security training, and an incident response program with post-incident reviews.

Automated Decision-Making

We do not make decisions producing legal or similarly significant effects solely by automated processing. If we introduce such processing in the future, we will implement safeguards and provide the right to obtain human review, express your point of view, and contest decisions.

Social Logins and Third-Party Links

If you register or sign in using a third-party account, we receive limited profile information as authorized by you. Our Services may contain links to third-party sites; their privacy practices are governed by their own notices.

Your Rights under GDPR

You have the right to request access, rectification, erasure, restriction, and portability of your personal data, and to object to processing based on legitimate interests. Where processing is based on consent, you may withdraw consent at any time. You also have the right to lodge a complaint with your local Supervisory Authority.

How to Exercise Your Rights

Submit your request to info@nevascholar.com. We will verify your identity (for example via email verification or by requesting additional information) and respond without undue delay, and in any event within one month, extendable as permitted by law.

Children's Privacy

Our Services are not directed to children under 16 and we do not knowingly collect personal data from them. If you believe a child has provided personal data, contact us so we can delete it.

Disclosures

We may disclose personal data (i) to service providers acting as Processors under written data protection terms; (ii) to comply with laws or lawful requests; (iii) to protect the rights, property, or safety of Nevascholar, users, or the public; and (iv) in connection with business transactions such as a merger, acquisition, financing, or sale of assets.

Do-Not-Track and Preference Signals

There is currently no uniform industry standard for recognizing browser "Do-Not-Track" or similar preference signals. If standards are adopted that we must follow, we will update this Policy accordingly.

For Users From Turkey

If you are having access to Nevascholar from Turkiye, please [refer to our privacy notice](#) written within the scope of Turkish Personal Data Protection Code no. 6698.

Changes to This Policy

We may update this Policy from time to time to reflect changes in our practices, technologies, or legal requirements. We will post the updated version with a new effective date and, where material, provide additional notice.

Annex A — Retention Schedule

Data Category	Retention Period	Notes
Account Profile	Account lifetime + 24 months	Deletion or anonymization after inactivity window
Authentication Logs	Up to 12 months	Security and abuse monitoring
Application Logs	Up to 12 months	Diagnostics and performance analysis
Backups	Up to 35 days (rolling)	Encrypted backups, disaster recovery only
Billing Records	As required by law	Financial and tax compliance
Support Tickets	Up to 24 months	Quality assurance and auditing
Marketing Preferences	Until opt-out or account deletion	Controlled by user settings

Annex B — Categories of Processors

Processor Category	Purpose
Cloud Hosting and Storage	Infrastructure, compute, and secure data storage (preferably EU/EEA regions)
Customer Support and Ticketing	Manage user requests, communications, and issue tracking
Email Delivery	Transactional and notification emails
Analytics and Telemetry	Usage metrics to improve reliability and performance (consent where required)
Payment Processing	Tokenized payments; no card or payment device stored on Nevascholar systems
Security and Anti-Abuse	Monitoring, threat detection, fraud and abuse prevention
AI and LLM Providers	To provide the service, to train AI models