ProWriter Privacy Policy

Last Updated: August 19, 2026

This Privacy Policy explains how ProWriter, Inc., a Delaware corporation ("ProWriter," "we," "us," or "our"), collects, uses, and discloses personal information in connection with prowriter.app and our regulatory writing platform (collectively, the "Services").

1. Scope — What This Policy Covers

This Policy applies to personal information we collect about: (a) visitors to our website; (b) prospective customers; and (c) individuals associated with our customers who register for, administer, or use an account ("Account Contacts"), such as name, work email, and billing contact information.

This Policy does NOT apply to "Customer Data" — the documents, source materials, prompts, and other content that a Customer or its Authorized Users upload into the Services (for example, files in a Reference Library or an Electronic Notebook), including any personal information about clinical trial subjects, patients, or study personnel that may be contained within Customer Data. With respect to Customer Data, ProWriter acts solely as a service provider/processor on behalf of the Customer, and our processing of that data (including any Protected Health Information) is governed by our Terms of Service, the applicable Order Form or Main Services Agreement, and, where executed, a Business Associate Agreement — not by this Policy. Customers are responsible for providing any required privacy notices to the individuals whose personal information is contained in their Customer Data.

2. Personal Information We Collect

2.1 Information You Provide

- Account Information. Name, work email, password, company name, and role, when you or your organization registers for the Services.
- Payment Information. Billing name, address, and payment details, processed on our behalf by our third-party payment processor. We do not store full payment card numbers on our own systems.
- Communications. Information you provide when you contact support, respond to a survey, or otherwise communicate with us.
- Job Applications. If you apply for a role at ProWriter, the information contained in your application.

2.2 Information Collected Automatically

- Device and Usage Data. IP address, browser type, device identifiers, pages visited, and similar usage data collected via cookies and similar technologies when you use our website or product.

- Product Analytics. Aggregated or pseudonymized data about feature usage (e.g., which Templates are used, Credit consumption patterns) used to improve the Services. Product analytics are derived from usage metadata and do not include the substantive content of your Customer Data.

2.3 Information From Third Parties

We may receive limited information about you from your employer or organization (if they invite you as an Authorized User), from identity or single sign-on providers you choose to use, and from publicly available business sources (e.g., for sales outreach).

3. How We Use Personal Information

- To provide, maintain, and secure the Services, including authenticating accounts and processing payment;
- To communicate with you about your account, respond to support requests, and send Service-related notices;
- To send marketing communications, where permitted by law and subject to your opt-out rights;
- To monitor, detect, and prevent fraud, abuse, and security incidents;
- To analyze and improve the Services, including through aggregated product analytics; and
- To comply with our legal obligations and enforce our agreements.

We do not use Account Contact personal information to train AI or machine-learning models. Our commitments regarding Customer Data and AI model training are set out in Section 6.3 of our Terms of Service and our AI Service Terms.

4. How We Disclose Personal Information

4.1 Service Providers

We share personal information with vendors who perform services on our behalf, including cloud hosting and infrastructure (Google Cloud Platform), the AI models we use to power the Services (the Gemini model family, made available to us under contractual data-protection and no-training commitments as described in our Third-Party Model Terms), payment processing, customer support tooling, and analytics. These providers are contractually restricted to using personal information only to provide services to us.

4.2 Business Transfers

If we are involved in a merger, acquisition, financing, or sale of assets, personal information may be transferred as part of that transaction, subject to standard confidentiality protections.

4.3 Legal and Safety

We may disclose personal information where required by law, legal process, or governmental request, or where we believe disclosure is necessary to protect the rights, property, or safety of ProWriter, our customers, or others.

4.4 No Sale of Personal Information; No Targeted Advertising

We do not sell personal information, and we do not use Account Contact personal information for cross-context behavioral advertising, as those terms are defined under applicable U.S. state privacy laws.

5. Data Retention and Security

We retain Account Contact personal information for as long as necessary to provide the Services and for a reasonable period thereafter to comply with legal, accounting, or reporting obligations. We maintain administrative, technical, and physical safeguards designed to protect personal information, consistent with our Information Security Policy, including encryption in transit and at rest, role-based access controls, and audit logging. No system can be guaranteed 100% secure, and we cannot guarantee the absolute security of information transmitted to us.

6. Your Privacy Rights (U.S. Residents)

Depending on your state of residence, you may have rights under applicable U.S. state privacy laws (such as the California Consumer Privacy Act, as amended, and comparable laws in other states) to: confirm whether we process your personal information; access or obtain a copy of it; correct inaccurate information; delete your personal information; and opt out of the sale, targeted advertising, or certain profiling uses of your personal information — though, as noted in Section 4.4, we do not currently engage in these practices. You may also designate an authorized agent to submit a request on your behalf, subject to our ability to verify that request.

To exercise these rights, contact us as described in Section 10 (Contact Us). We will verify your identity before fulfilling a request and will not discriminate against you for exercising your privacy rights. If we deny your request, you may have a right to appeal by contacting us with “Privacy Rights Appeal” in the subject line.

California “Shine the Light.” We do not share personal information with third parties for their own direct marketing purposes.

7. Children’s Privacy

The Services are intended for business use by adults and are not directed to individuals under 18. We do not knowingly collect personal information from children.

8. International Data

The Services are currently offered to customers located in the United States, and our infrastructure and personal information processing occur within the United States. If we expand to serve customers outside the United States, we will update this Policy, and, where applicable, offer appropriate international data transfer mechanisms and execute a data protection addendum with affected customers before doing so.

9. Changes to This Policy

We may update this Policy from time to time. If we make a material change, we will provide notice by posting the updated Policy on our website with a new “Last Updated” date and, where appropriate, by additional notice (such as email).

10. Contact Us

Questions about this Policy or requests to exercise your privacy rights may be directed to:

Email: support@prowriter.app

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