Omilia
Conversational Intelligence

Privacy Policy

Omilia Cloud Platform (OCP) Website — ocp.ai

Last modified: February 12, 2026

Introduction

The protection of your personal data is important to us. We are committed to providing you with an experience on our website and services that is safe, secure and trustworthy.

Who we are

This website is owned, operated, and provided by OMILIA Natural Language Solutions Ltd, a company established under the laws of Cyprus with registered tax number CY10318950X, having its registered address at Inomenon Ethnon 50, Thekla Konteatis Court, Office 41, 6042, Larnaca ("Omilia", "we", "us", "our"), who is also responsible for operating and managing it. For the purposes of data protection legislation regarding the collection and further processing of your data through ocp.ai, we are considered to be the Data Controller of your personal data.

The use of the website "ocp.ai" (the "Website") is subject to this privacy notice (the "Notice") and the Notice regarding the processing of personal data via the use of trackers.

Omilia complies with the provisions of applicable legislation regarding the protection of personal data, including Regulation (EU) 2016/679 (the "GDPR").

This Notice sets out the details regarding the collection and further processing of your personal data when visiting and using our Website, creating an account, including any data you may provide through this Website or due to its interaction with other websites.

Definitions

- Processing: any operation or set of operations performed on personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation, retrieval, use, disclosure, alignment, restriction, erasure or destruction.
- Personal Data: any information relating to an identified or identifiable natural person ('data subject').
- Consent: any freely given, specific, informed and unambiguous indication of the data subject's wishes.
- Data Controller: the natural or legal person which alone or jointly with others determines the purposes and means of the Processing of personal data.

For more information about the definitions please see Article 4 of the GDPR.

Our Principles

The collection and further Processing of your Personal Data by Omilia is governed by the following principles, as further specified by the GDPR and other applicable privacy regulations:

- Lawfulness, fairness, and transparency
- Purpose limitation
- Data minimization
- Data accuracy
- Storage limitation
- Integrity and confidentiality
- Accountability

Omilia is committed not to sell Personal Data to third parties for commercial purposes, nor process such information for targeted advertising or profiling, neither for any monetary or other valuable consideration.

Personal Data We Collect, Purposes, and Legal Basis

We collect and further Process your Personal Data that are necessary depending on the context of your interaction with the Website:

- To ensure secure, efficient and compatible operation of the Website, including protection against malicious activity and system diagnostics — IP address, date/time of access, URLs, browser and device information, log data. Legal basis: legitimate interest.
- To perform actions explicitly requested by the user, e.g. properly loading the Website, logging into your account — IP address, login credentials, technically essential cookies, User-Agent, browser language, date and time of visit, URL, Referrer URL. Legal basis: performance of contract.
- To create your account and provide access to Omilia's OCP Platform — IP address, full name, email address, phone number, login credentials. Legal basis: performance of contract.

Without the Processing of device information, we are unable to load the Website. Without the collection and further Processing of login credentials we will not be able to provide you access to your account.

Cookies and Tracking Technologies

Our No-Tracking Commitment: unlike most websites, we do not use cookies to track your behavior, serve advertisements, or build profiles of our users.

Technical Storage: while we do not use tracking cookies, we may use browser local storage or session storage to ensure the website functions correctly (e.g. maintaining your security session, remembering your language preferences). This data is stored locally on your device and is not transmitted to our servers for tracking purposes.

Log Files: our servers automatically record certain information when you access the site, such as your IP address and browser type, strictly for security monitoring, load balancing, and legitimate interest in maintaining site stability. We do not correlate this data with any personal profiles.

Third-Party Content: if we embed content from third parties (such as videos or maps), those providers may use their own cookies. We recommend reviewing the privacy policies of any third-party services you interact with via our platform.

Who We Share Your Data With

We engage external service providers to outsource certain tasks, who access and further Process your Personal Data if and to the extent necessary, including IT and system administration providers, data hosting providers, marketing communications agencies, IT support providers, consultants, legal counsel, accountants and auditors. Personal Data may be shared with other entities within our corporate group on a need-to-know basis for internal administration, IT support, customer relationship management, or business development. Where legally required, we may share Personal Data with law enforcement, government authorities, regulatory/supervising authorities, and courts. Personal Data may also be shared with third parties in connection with a merger, acquisition, financing, or investment.

Some of these recipients may be located outside the European Economic Area — see International Data Transfers below.

How Long Your Personal Information Will Be Kept

Your Personal Data will generally be retained for as long as necessary to fulfil the purposes for which it was collected. If you maintain an account, we will keep your Personal Data for as long as the account is active. Once the processing purpose is completed, we will delete your Personal Data, unless statutory retention requirements apply.

International Data Transfers

Any transfer of your Personal Data outside the EU/EEA will be based on an adequacy decision of the European Commission or subject to appropriate safeguards, such as Standard Contractual Clauses. Transfers to other entities within our corporate group outside the EU/EEA are based on signed internal agreements incorporating the European Commission's Standard Contractual Clauses, with a Transfer Impact Assessment conducted as required. For further information, or to obtain a copy of the safeguards implemented, contact dpo@omilia.com.

Your Rights

- Right of access — to be informed whether we process your data and to request a copy.
- Right to rectification — to request correction or completion of inaccurate or missing data.
- Right to erasure — to request deletion under appropriate circumstances.
- Right to restriction of Processing — where accuracy or lawfulness is disputed.
- Right to data portability — to receive your data in a structured, machine-readable format.
- Right to withdraw consent — at any time, without affecting prior lawful processing.
- Right to object — including to decisions based solely on automated processing.

Security Measures

Considering the state of the art, implementation costs, and the nature, scope, context and purposes of Processing, as well as the risk to the rights and freedoms of natural persons, we implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk.

How to Exercise Your Rights

Contact our Data Protection Officer at dpo@omilia.com, or write to: Omilia, 2 Efkalipton, Marousi, Athens, 15126.

Personal Data Protection Authority

You have the right to lodge a complaint with the Office of the Commissioner for Personal Data Protection in Cyprus (Kypranoros 15, Nicosia 1061, Cyprus). More information: www.dataprotection.gov.cy.

Changes to This Notice

We may update this Notice from time to time. The new version will be posted on the Website with an updated date. Users should check this page regularly.

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