

Privacy Policy

Last Updated: March 2026

1. Introduction

Welcome to CodeSpring.app (“CodeSpring,” “we,” “our,” or “us”), operated by Volkis Ltd. We are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website and software services.

By creating an account or using CodeSpring, you agree to the practices described in this Privacy Policy.

2. Information We Collect

Information You Provide Directly

When you register or subscribe to CodeSpring, we may collect:

- Name
- Email address
- Billing and payment information (processed by our payment providers; we do not store full card details)
- Account credentials
- Any other information you choose to provide when contacting us

Information Collected Automatically

When you use CodeSpring, we automatically collect certain information to improve our services, including:

- IP address
- Browser type and version
- Device information and operating system
- Log data (usage events, timestamps, errors)
- Cookies and similar technologies (see Section 6)

Usage & Interaction Data

We collect data about how you interact with the Service, including:

- Feature usage (e.g., which tools you access, how you use them)
- Prompts, inputs, and queries submitted to AI features
- AI-generated outputs and responses
- Routing decisions (e.g., which AI models or agents are selected)
- Navigation paths, clicks, and actions within the app
- Error and performance data
- Credit consumption patterns

This data may be aggregated, anonymised, and de-identified for use in improving the Service, including training machine learning models (see Section 5).

Analytics & Session Recordings

We use PostHog.com to track how users interact with our app. We may use screen recording features within PostHog to better understand user experience. These recordings are:

- Stored securely within our analytics system
- Used solely for improving product performance and usability
- Not shared with any third parties
- Subject to automatic data retention limits

You may opt out of session recordings by contacting support@codespring.app.

3. Lawful Basis for Processing (GDPR)

We process your personal data on the following bases:

- Contract: Processing necessary to provide the Service you have subscribed to.
- Legitimate interest: Improving the Service, preventing fraud, ensuring security, and training ML models on aggregated, anonymised data.
- Consent: Where required by law, such as for marketing communications or non-essential cookies.
- Legal obligation: Where we are required to retain or disclose data by law.

4. How We Use Your Information

We use your personal and usage information for purposes including:

- Providing, maintaining, and improving the Service
- Processing purchases and payments
- Improving features and user experience
- Troubleshooting issues and monitoring performance
- Responding to inquiries and providing support
- Training and improving machine learning models (see Section 5)
- Complying with legal obligations

5. Machine Learning & Service Improvement

5.1 Aggregated Data for Model Training

We may use aggregated, anonymised, and de-identified usage data to train, evaluate, and improve machine learning models, classifiers, and AI systems that power or enhance the Service. This includes:

- Training routing classifiers that determine which AI model or agent is best suited to handle a query

- Training models to generate better product requirement documents, specifications, and technical plans
- Evaluating and benchmarking the quality of AI-generated outputs
- Optimising token usage, cost efficiency, and system performance
- Developing new features and capabilities

5.2 What This Means in Practice

When you use CodeSpring's AI features (e.g., generating mind maps, creating PRDs, using the co-pilot), the patterns of how you interact with these features, the types of prompts that produce good results, and the relationships between inputs and outputs may be used in aggregate to make the system smarter for all users. We look at things like which approaches lead to better outputs, how routing decisions perform, and what types of queries benefit from which models.

5.3 What We Do NOT Do

- We do not use your identifiable personal data (name, email, billing details) to train models.
- We do not sell your data to third parties for their own model training.
- We do not share your individual project data, source code, or business plans with other users.
- We do not use individual account data in a way that could identify you in any model output.

5.4 Your Rights

You may request that your usage data be excluded from future model training by contacting support@codespring.app. Note that data that has already been incorporated into trained models in aggregated form cannot be individually extracted or deleted, as it exists only as statistical patterns within the model.

6. Cookies & Tracking

We use cookies and similar technologies for:

- Essential cookies: Required for the Service to function (e.g., authentication, session management).
- Analytics cookies: Used to understand how users interact with the Service (e.g., PostHog).
- Preference cookies: Used to remember your settings and preferences.

You can manage cookie preferences through your browser settings. Disabling essential cookies may prevent the Service from functioning correctly.

7. How We Share Your Information

We do not sell your personal information. We may share your information only in these circumstances:

- With trusted service providers who help us operate the Service (e.g., payment processors, analytics providers, hosting providers)
- To comply with legal obligations or enforce agreements

- To protect the rights, property, and safety of CodeSpring, our users, or others
- With your consent or at your direction
- In connection with a merger, acquisition, or sale of assets (with prior notice to users)

8. Data Security

We implement technical and organisational safeguards to protect your personal information, including encryption in transit and at rest, access controls, and regular security audits. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

9. Data Retention

We retain personal information for as long as your account is active or as needed to provide the Service. After account deletion:

- Personal data (name, email, billing) is deleted within 30 days.
- Usage logs and analytics data are retained in anonymised form for up to 24 months for service improvement.
- Aggregated, de-identified data used in trained models is retained indefinitely as statistical patterns.
- Backup copies may persist for up to 90 days before automatic deletion.

10. Your Rights & Choices

Depending on your location, you may have the right to:

- Access a copy of your personal data
- Correct inaccurate information
- Request deletion of your personal information
- Restrict or object to certain processing activities
- Request portability of your data
- Opt out of non-essential cookies and session recordings
- Request exclusion from future model training (see Section 5.4)

To exercise these rights, contact us at support@codespring.app. We will respond within 30 days.

11. Children's Privacy

The Service is not intended for individuals under 18. We do not knowingly collect personal information from children.

12. Third-Party Links

Our website or app may contain links to third-party websites. We are not responsible for the privacy practices or content of those third parties.

13. International Data Transfers

Your information may be transferred to and processed in countries outside your country of residence, including the United States (where some of our service providers operate). We take appropriate measures to ensure data protection in accordance with this Privacy Policy and applicable law.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be effective upon posting with the “Last Updated” date revised. We will notify you of material changes via email or in-app notification.

15. Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

Volkis Ltd, trading as CodeSpring.app

Email: support@codespring.app

Website: <https://codespring.app>