

Vaipm Privacy Policy

Version 3.0 | Effective: June 6, 2026 | Classification: Public

1. Data Controller

Company: Vaigate, Inc.

Representative: Yoko Takahashi

Address: Nagareyama, Chiba, Japan (detailed company information available on our legal disclosure page)

Contact: compliance@vaigate.com

Vaipm is an AI perception monitoring service provided by Vaigate, Inc. This Policy describes how we collect, use, and protect personal data in connection with the Vaipm service.

2. Personal Data We Collect

2.1 Information You Provide

Name, email address, company name, department, title, phone number, billing information.

2.2 Information Generated Through Service Use

Access logs (IP address, browser information, etc.), service usage data, inquiry content.

2.3 Personal Data in Analysis Targets

Public information on your official website and PDFs, as well as AI platform responses, may contain personal data such as executive names and contact persons. Depending on Track settings and custom questions, personal data may also be included. We do not intentionally collect such data, but due to the nature of the service, it may not be technically excludable.

2.4 Information We Do Not Collect

We do not intentionally collect sensitive personal information, government-issued IDs, biometric data, or health information. Credit card numbers are processed by our payment processor and are not stored by Vaigate.

3. Purposes of Use

- (1) Provision and operation of the Vaipm service
- (2) Account management and authentication
- (3) Billing and payment processing
- (4) Responding to inquiries
- (5) Service security and fraud prevention
- (6) Service improvement based on logs, usage data, error information, and aggregated/anonymized statistics

We do not use your individual analysis content or reports for advertising, third-party sales, marketing, or AI model training/fine-tuning.

4. Third-Party Disclosure

We do not disclose your personal data to third parties except:

- (1) With your consent
- (2) To subprocessors necessary for service delivery
- (3) As required by law

Our subprocessors include cloud infrastructure, authentication, payment processing, email delivery, and AI platform providers. A list of subprocessors is available in the DPA or Subprocessor List.

5. Data Transmission to External AI Platforms

Vaipm sends queries, analysis target names, AI responses, official site text, analysis results, translation target text, and other necessary information to external AI APIs for service delivery. Depending on Track settings, personal data may be included in transmitted information.

We use commercial AI API services under terms intended to prevent submitted data from being used for foundation model training. Retention, logging, and training policies are governed by each provider's API terms.

6. International Data Transfers

Your data is primarily stored in AWS Tokyo Region (ap-northeast-1). Data may be temporarily transferred to the United States or other countries through external services including AI platforms, authentication, payment processing, and email delivery.

For international transfers, we implement appropriate measures under APPI Article 28 and/or GDPR safeguards such as Standard Contractual Clauses (SCCs). A summary of key destination countries and subprocessors is available in the DPA or Subprocessor List.

7. Security Measures

We implement technical and organizational security measures including encryption, access controls, log monitoring, vulnerability management, and incident response to prevent unauthorized access, loss, or destruction of personal data.

8. Your Rights

Under applicable law, you may request access, correction, suspension of use, deletion, disclosure of third-party transfer records, and other rights of your personal data. Please contact compliance@vaigate.com. We will verify your identity and respond in accordance with applicable law. Requests are generally handled free of charge; reasonable fees may apply where permitted by law. We will respond within a reasonable period after identity verification.

For data we process on behalf of your organization (as Processor), please contact your organization (the Controller). We will assist as needed.

9. Cookies

We use session cookies necessary for authentication. We do not use advertising cookies, cross-site tracking, or retargeting.

10. Minors

Vaipm is a B2B service and is not intended for use by individuals under 18 years of age.

11. Changes to This Policy

We may update this Policy for changes in law, service scope, or other reasonable grounds. Material changes will be communicated via our website or email.

12. Contact

For inquiries about personal data handling:

Email: compliance@vaigate.com

Web: <https://vaipm.ai>

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