Privacy Policy

How Asynchrone Space collects, uses and protects your data.

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Information we collect

We collect the information you provide when you create an account, including your name, email address and organization details.

We also record the technical data needed to operate and secure the service: IP addresses, browser details and timestamps for each sign-in, and an audit trail of changes made inside a workspace.

How we use information

We use your information to provide the service, authenticate users, respond to support requests and send product updates you have opted into.

We never sell your personal data.

Data retention

We keep personal data for as long as your workspace exists. When an owner deletes a workspace it stays recoverable for 30 days and is then permanently deleted, which is the schedule below. Data we must keep by law, and the two records marked as retained, outlive a deleted workspace.

Data	Retention	What happens
Workspace content — projects, tasks, messages, calendars, CRM and HR records, uploaded files	30 days after an owner requests deletion	The workspace keeps working during those 30 days so a mistaken deletion can be cancelled. A daily job then deletes the rows and the stored file bytes.
Unfinished uploads	1 hour	Upload sessions that never complete expire, and their stored bytes are removed by an hourly sweep.
Sign-in sessions	7 days; 4 hours in the control tower	Sessions expire automatically, and signing out deletes them immediately.
Sign-in and API rate-limit counters	1 hour at most	Counters are overwritten per window and pruned once the window has passed.
Trial claim record — email address and company domain	Retained after the workspace is deleted	Kept so the same trial cannot be claimed twice. Disclosed here because it outlives the workspace.
Platform audit events — operator actions on your workspace	Retained after the workspace is deleted	Kept as the record of platform staff access, including the deletion itself.
Workspace audit log — who changed what, and from where	Pruned after 30 days on Starter, 12 months on Team, or the window an Enterprise workspace configures; deleted with the workspace	Enterprise workspaces can read and export it from the workspace settings while it exists. Nothing about it outlives the workspace.

Records of users you invited are deleted with the workspace. If you need a copy of what was deleted, ask us before the 30 days elapse.

Your rights

Depending on your location, you may have the right to access, correct, export or delete your personal data. CRM and HR records can be exported as CSV from the product. Workspace owners can also download a complete export of everything in a workspace from its settings at any time.

Workspace owners schedule deletion from the workspace settings, and can cancel it until the 30-day grace period ends. We may ask you to confirm your identity before acting on a request.

Sub-processors

We use a small set of service providers to run Asynchrone Space: cloud hosting and PostgreSQL in the European Union, transactional email, the AI assistant when it is enabled, repository sync, payment processing, and a sign-up captcha when the deployment enables it. Each one receives only the data needed for its task and is bound by a data-processing agreement.

The current list, with each provider's purpose, location and transfer mechanism, is published at asynchrone.space/legal/subprocessors. We announce changes there and by email to workspace owners at least 30 days before a new sub-processor starts processing personal data.

Where your data is stored

The application and the PostgreSQL database that holds workspace data and uploaded files run on OVHcloud infrastructure in Gravelines, France, inside the European Union. Some sub-processors are established in the United States; transfers to them rely on the European Commission's Standard Contractual Clauses and, where the provider is certified, the EU-US Data Privacy Framework.

Contact

Privacy questions and data-protection requests: privacy@asynchrone.space. Security reports: security@asynchrone.space. The data processing agreement we offer customers is published at asynchrone.space/legal/dpa.