Opal Privacy Policy

Introduction to Our Privacy Practices

Welcome to Opal! Protecting your privacy is a core principle of our operations. This Privacy Policy outlines our commitment to secure and responsibly handle the personal information of our users. Here, we detail the purposes for which your data is used, how it is collected, and the stringent measures we employ to protect it.

Collection and Use of Information

What Information We Collect

- Opal limits the collection of personal information to what is strictly necessary to provide and improve our services. We collect:
    - **Name**: To personalize your user experience.
    - **Email Address**: For account management, support, and service updates.

How We Use Your Information

- The information collected is used to:
    - **Enhance Service Delivery**: Operate and manage your access to our services, including customer support and personalized features.
    - **Communication**: Send important service-related notices and respond to customer queries.
    - **Security Measures**: Implement and maintain security practices to protect against unauthorized access or misuse of our platform.

Opal and OpenAI's Technology

- In order to provide cutting-edge educational tools, Opal utilizes OpenAI's GPT-3.5 and GPT-4 models. This involves sending files to OpenAI for analysis and content generation. It is crucial to note that:
    - **Data Processing with OpenAI**: Files sent for analysis are processed securely, and the generated content is immediately retrieved and stored within Opal's secure databases.
    - **Data Security Commitment**: We ensure that all content, whether generated or uploaded, is securely stored on Opal's servers. Access to this data is tightly controlled and monitored to prevent unauthorized access.

Data Retention and Sharing

Retention of Information

- We retain personal information for as long as it is necessary to fulfill the service purposes it was collected for, or as required by law.

Control Over Your Information

- Opal provides users with the ability to manage and control their personal information through their account settings. Users can update, modify, or delete their information as needed.

Information Sharing

- Opal does not share your personal data with third parties for marketing purposes. We only share data with:
    - **Service Providers**: Entities that perform services on our behalf, under confidentiality agreements.
    - **Legal Compliance**: When required by law or to protect the rights, property, or safety of our users, the public, or Opal.

Security of Your Personal Information

Protecting Your Data

- Opal employs advanced security technologies and procedures to protect your personal information from unauthorized access, use, or disclosure. This includes the use of encryption, firewalls, and secure server facilities.

User Responsibility

- While we strive to protect your information, the security of your account also depends on your protection of your account details. Keep your login credentials confidential and notify us immediately of any unauthorized use of your account.

Cookies and Tracking Technologies

Use of Cookies

- Opal uses essential cookies necessary for the functioning of our services, such as maintaining your session and preferences.

Analytics

- We employ analytical tools to improve our service offerings and enhance user experience, by understanding how our services are used.

Amendments to This Policy

We reserve the right to update or change our Privacy Policy at any time. We will notify you of any significant changes and recommend reviewing this policy periodically to stay informed about how we are protecting your information.

This Privacy Policy articulates our steadfast commitment to safeguarding the personal information of our users while providing a seamless and secure educational experience.