IdeaLine · Support Access Policy

Draft, pending legal review. This document is a draft while our counsel completes their review. It may change before IdeaLine opens to the public, and nothing here is final until we publish a reviewed version with an effective date. This is not legal advice. Questions? Write to hello@idealine.io.

Support Access Policy

Last updated [EFFECTIVE DATE]

1. What this covers

This policy says when IdeaLine staff may look at your workspace to help you, what we can and cannot see, and how we handle it. It applies to everyone at IdeaLine and anyone who works for us. It is part of our commitment under the Privacy Policy, the Data Policy and the Data Processing Addendum.

2. The rules

- **No sign-in as you.** IdeaLine has no feature that lets us sign in as you or see your screen. We never ask for your password, authenticator code or recovery codes, and you must not send them to us.
- **Only to help, only what is needed.** We access workspace data only to answer a question you asked, fix a problem you reported (a support code from **Report an issue** helps), keep the Service secure, or meet a legal duty. We look at the least that is needed and for the shortest time.
- **Your content is not in our tools.** Our operations dashboard, error monitoring and usage analytics hold technical status, plan and workspace identifiers, never your project names, ideas, comments or files.
- **Reports do not carry content.** A report sent with **Report an issue** contains the type, a note of up to 50 characters, the screen name and app version, and who sent it. Please do not put personal details in the note.
- **No selling, no profiling.** We never use what we see while giving support for marketing, training AI models, or anything else.
- **Confidentiality.** Everyone with access is bound by confidentiality and may use it only for support and operations.

3. How access works

- **Restores and fixes.** Restoring from a backup, bringing back a deleted account within its 30-day hold, or repairing data is done by an administrator through a protected, non-automatic process. Restores add or update rows and never delete.

- **Screenshots and files you send.** If you send us a screenshot, file or export to explain a problem, we use it only for that problem and delete it when the issue is closed unless you ask us to keep it. Please remove anything private first.
- **Legal requests.** We tell you if someone asks us for your data, unless the law forbids it, and we share only what the law requires.
- **Tracing fixes.** Each report has a support code, and we record the fix that closed it against that code, so we can show you what was done.

4. Your part

Only an owner or admin may ask us to look at workspace data on behalf of the workspace. If you ask us to look at something, you confirm you have the right to let us. Do not send passwords, card numbers or other sensitive data to us in a message.

5. Questions or concerns

Write to support@idealine.io. If you think someone from IdeaLine has accessed your data wrongly, tell us at once, and we will look into it and reply.