PRIVACY & DATA PROTECTION

Privacy Policy

This policy explains how mendex.ai processes personal data when you visit our website, contact us, book an appointment, apply for a role or use an interactive website feature.

Last updated: 7 October 2026

PRIVACY & DATA PROTECTION

CONTROLLER

modeco GmbH

For privacy-related questions or to exercise your rights, contact us using the details below.

Weddigenufer 2
32052 Herford
Germany

HRB 13134

info@modeco.tech

01 How mendex.ai processes personal data.

PRIVACY AT A GLANCE

This policy applies to mendex.ai, www.mendex.ai, and mendex.ai website interactions that link to this Privacy Policy.

It explains what data we collect, why we use it, which providers may receive it, how long it is retained, and which data protection rights you can exercise.

02 Scope and responsibility

This policy applies to mendex.ai, www.mendex.ai, and mendex.ai website interactions that link to this Privacy Policy. The website operator and data controller is modeco GmbH, Weddigenufer 2, 32052 Herford, Germany. Privacy enquiries and rights requests can be sent to info@mendex.ai. Separate customer agreements may apply when mendex.ai processes data on behalf of a business customer.

03 Personal data we collect

Data you provide can include your name, company or employer, email address, phone number, website, LinkedIn profile, country, message, selected service or appointment topic, appointment date and time, job application information, CV and information entered into the chatbot. With analytics consent, we can also process a pseudonymous session identifier, IP address, page path, page title, referrer, browser language, timezone, screen size, activity status, approximate location information, or location information that you choose to share through your browser.

04 How and why we use personal data

We use personal data to answer enquiries, provide requested information, schedule appointments, assess job applications, operate support and chatbot features, secure the website, understand website usage where you have given consent, improve our services, establish or perform business relationships, and meet legal obligations. Depending on the context, processing is based on consent, steps taken at your request before entering into a contract, performance of a contract, legitimate interests in secure and effective business operations, or compliance with legal obligations.

05 Recipients and service providers

Relevant providers can include website and infrastructure providers, SMTP/email services, Microsoft Graph and Microsoft 365 for appointment scheduling, OpenAI and Pinecone for chatbot functionality, and BigDataCloud or ipwho.is for location enrichment for analytics where you have given consent. Authorized personnel and contractors may receive data where required for recruitment, enquiries or service delivery. Data can also be disclosed where required by law or to protect legal rights and system security.

06 Cookies and automatic technologies

Strictly necessary storage technologies record your consent choice. Functional and analytics technologies remain disabled until you consent. The current inventory, purposes and expiration periods are listed in our Cookie Policy. You can change your selection at any time through Cookie Settings in the footer.

Open Cookie Policy

07 Retention

mendex.ai keeps personal data only for as long as necessary for the purposes for which it was collected and for applicable legal, accounting, security, dispute-resolution, or contractual requirements. Retention depends on the type and sensitivity of the data, your relationship with mendex.ai, and the applicable legal or contractual obligations. Browser identifiers controlled by Cookie Settings are removed where technically possible when consent is withdrawn.

08 International transfers

Some providers may process data outside the European Economic Area. Where data protection law requires safeguards, mendex.ai assesses the transfer and relies on an applicable transfer mechanism, such as an adequacy decision or appropriate contractual safeguards. Information about safeguards relevant to a specific transfer can be obtained through the privacy contact above.

09 Security

mendex.ai uses appropriate technical and organizational measures designed to protect personal data against unauthorized access, loss, alteration or disclosure. Access is limited according to operational need. No internet transmission or storage system can be guaranteed to be completely secure.

10 Your data protection rights

Subject to applicable law, you may request access, rectification or deletion, restriction of processing, data portability, or object to processing based on legitimate interests. You may withdraw consent at any time without affecting earlier lawful processing and may lodge a complaint with the competent data protection supervisory authority. mendex.ai may verify your identity before completing a request.

11 Third-party websites

The website contains links to third-party websites and social platforms. Their privacy practices are controlled by the relevant third party. mendex.ai encourages you to review their notices before providing personal data. Simply displaying an external link does not activate that provider on the mendex.ai website.

12 Children

The mendex.ai website and business services are not directed to children. mendex.ai does not knowingly collect personal data from children through this website.

13 Contact and policy updates

For privacy questions or rights requests, email info@modeco.tech or write to mendex.ai at Weddigenufer 2, 32052 Herford, Germany. mendex.ai may update this policy when services, providers, legal requirements or processing purposes change. Material changes affecting consent will result in an updated notice or a new consent request where required.