

Assettwin publisher privacy policy

1. Introduction

Assettwin (“we,” “our,” or “us”) is a platform designed for visualizing, inspecting, collaborating on, and managing digital twins of physical assets. We are committed to safeguarding the privacy of individuals whose information we collect and process. This Privacy Policy explains how we collect, use, store, and share data in our role as a publisher of your digital asset visualizations.

2. Data we collect

We collect and process the following types of data:

- **Asset data:** 3D/2D geometries, point clouds, and imagery used to construct digital twins.
- **User-provided metadata:** comments, annotations, measurements, and project settings that users add for visualization, inspection, and collaboration.
- **Access controls:** permissions and viewer configurations for sharing projects with stakeholders.
- **Usage logs:** activity data such as view timestamps, zoom levels, access frequency, and collaboration actions (e.g., comments added, inspection tasks executed).

3. How we use data

We use the collected information to:

- Enable seamless functionality of our digital twinning services (e.g., visualization, clash detection, inspection tools).
- Support collaboration and communication among stakeholders via shared projects, comments, and controlled access.
- Provide remote inspections, measurements, AI-driven object and defect recognition, and assistance in maintenance planning.
- Improve our services, monitor system performance, and troubleshoot technical issues.

4. Data anonymization

To ensure privacy, all personal data that may appear in images or 3D models—such as faces, license plates, or identifying signs—is stored in a form that is unrecognizable. We apply automatic processing or manual techniques to anonymize such data before storage or sharing.

5. Data Storage and Retention

We store your data securely on cloud-hosted platforms. Your project data remains available as long as you maintain an active agreement or license with us. We retain your data to support ongoing projects, compliance requirements, or legal obligations. Upon termination of your account or request, we will securely delete your data unless retention is required by law.

6. Data sharing

We do **not** sell your data. We may share data under the following limited circumstances:

- With collaborators you explicitly share projects with, according to your configured access rights.
- To comply with legal obligations or enforce our Terms of Service when required.

7. Security measures

To protect your data, we implement industry-standard security practices, such as:

- Encrypted storage and secure access controls
- Regular security assessments and updates
- Access limited on a need-to-know basis

8. Your rights

Depending on your jurisdiction, you may have certain privacy rights, including:

- **Access:** Request a copy of the data we hold about you or your projects
- **Correction:** Ask us to correct inaccurate or incomplete data
- **Deletion:** Request deletion of your personal data after your account ends
- **Restriction/Object:** Limit certain processing activities
- **Portability:** Receive your data in a machine-readable format

To exercise these rights, please contact us at the address below.

9. Children

Our services are intended for professional use. We do not knowingly collect or process data from children under the age of 16. If you believe we have inadvertently collected such information, please contact us to remove it.

10. Updates to this policy

We may update this Privacy Policy to reflect changes in our practices or legal requirements. We will notify users of significant changes by updating the effective date below and, where appropriate, by sending notice.

Effective date: Februari, 2025

11. Contact us

If you have questions or wish to exercise your data rights, please contact:

Assettwin

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8914 BM Leeuwarden, Friesland, Netherlands