Data security at a glance.

A concise explanation of how Alera handles personal conversations and data.

01 Personal conversations

Schools and parents cannot access personal chats. A real name is not required for basic app use. The service providers we use process the data needed to deliver the app functions you choose.

02 Storage and infrastructure

Central data storage is in Frankfurt am Main, Germany. ISO 27001 and BSI C5 documentation is available for the Google Cloud infrastructure used. This evidence covers Google Cloud within its respective scope.

03 Further processing

Central storage and further processing are separate activities. The Privacy Policy identifies, among others, Firebase services and OpenAI with processing in the USA. This sheet does not promise that all processing takes place in Germany or Europe.

04 Control and deletion

You choose what to share. Deleting your account in the app deletes linked chat and profile data unless legal retention requirements apply. Individual service providers have separate retention rules.

Sources

Privacy Policy

Google Cloud: ISO 27001 / BSI C5