

What Revalio can see, keep and send

The exact limits of what you grant when you connect an inbox. Every statement here is the same one shown inside the product, so you can check it after you connect.

YOUR MAILBOX

- **Connection.** Gmail (app password) or Microsoft 365. Read access to the folders you choose; Revalio does not read folders you have not selected.
- **Sending.** Nothing goes out without your approval until you switch a rule to full auto yourself. Approved messages are sent from your own address, inside the customer's thread. A read-only connection cannot send at all.
- **Price and promise gate.** Any draft that quotes a price or makes a commitment always waits for you, whatever the rule says.
- **Disconnecting.** Remove the connection in Connections at any time. Reading stops immediately.

WHAT GOES TO THE AI

Provider: Anthropic (Claude).

What is sent: the message thread being replied to, the facts you have recorded about your business, and the opportunity details needed to write the reply.

What is never sent: your mailbox credentials, your billing details, and data belonging to any other organisation.

Training: your data is not used to train models. It is sent for the single request that produces the draft and is not retained by us beyond the cost and latency record in your AI usage ledger.

WHERE IT IS KEPT

Location: European Union (Helsinki, Finland). Revalio Ltd is a UK company and handles the data under UK data-protection law.

Encryption: mailbox credentials are encrypted at rest with a key held outside the database. Traffic is TLS throughout.

Retention (default 730 days, adjustable): closed opportunities are anonymised once they have been closed for longer than this, and have been held for the full window. Open opportunities are live business data and are never aged out while they are still open.

WHAT YOU CAN DO ABOUT IT

CONTROL	WHAT IT DOES	WHERE
Pause all automatic sending	Stops anything unattended immediately, including work already approved and queued.	Settings, Automation
Autonomy level	Sets a ceiling on what Revalio may do without you, above whatever individual rules say.	Settings, Automation
Correct anything inferred	Any value Revalio worked out rather than was told can be corrected, and your correction survives the next sync.	On the opportunity
Export everything	A machine-readable copy of your organisation's data.	Settings, Data
Delete a contact or the whole organisation	Erasure, honoured across records and backups on the documented schedule.	Settings, Data

WHO YOU ARE DEALING WITH

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