

Privacy policy

Updated on September 7, 2026

This document is a draft: it was written from what the product actually does, and no lawyer has reviewed it yet. Write to us if something in it weighs on your decision.

This policy says what Savoir collects, why, where it is kept, for how long, who else touches it and what you can ask for. It covers this site and the product.

What is collected

From your account: your name and your email address, the community you belong to and the role granted to you there. No password, since there is none.

From your community: the documents the board uploads, the questions asked of the assistant and the answers it gave, what the board corrects in its review queue, and the trail of changes made in the console.

From this site: what you write in the contact or demo form, the question you ask the public assistant on the home page, and two cookies, explained in the cookie policy (</en/legal/cookies>).

Visits to this site are counted page by page, with no cookie, no IP address and no identifier: nobody is followed from one page to the next. The question asked of the public assistant is kept nowhere — no conversation, no message, no identifier. The counter that keeps the public forms from being flooded holds a fingerprint of your address, the day and a salt of this deployment's own, never the address itself, and that fingerprint is erased the next day.

There is no advertising cookie, no third-party tracker, and nothing is sold to anybody.

Why

To run the service and for nothing else: hosting a community's documents, answering from them with the passage each answer stood on, keeping the list of its members and their rights, sending the product's messages — invitations, sign-in links, the weekly digest to the board — replying to what you write to us, and keeping the trail of what was changed in the console.

Savoir makes no decision about you. An answer is an extract of your community's documents, shown with its source.

Where

In production, a community's documents and the questions asked of them stay in a Canadian region, as the deployment names it.

Email is sent through a provider located in the United States. What it is given is what it takes to deliver a message: the destination address and the message itself.

For how long

These windows are rows in a table of the database, applied every night, rather than intentions:

- a member's questions and their answers: twenty-four months, counted from the last message in the thread;
- the trail of changes made in the console: twenty-four months;
- this site's anti-spam counter: one day;
- the service checks published on the status page: ninety days;
- the rest — the internal queues, the scheduler's log, an invitation left unanswered past its expiry: thirty days;
- a closed community, and everything it holds: thirty days after it is closed.

The Security page (</en/security>) draws the same table, kept to the same source.

Who else touches any of it

Four services, and no others: the database and the file store, the sending of email, the engine that reads the documents and composes the answers, and the platform that deploys the application and receives its crash reports. The Security page (</en/security>) names them one by one, with what each does, where it is, and the day a person last verified the list. The list in full and the data-processing agreement are had by writing to us.

Your rights

These practices are aligned with the Personal Information Protection and Electronic Documents Act (PIPEDA) and with Québec's Law 25. Savoir holds no certification and has been through no audit.

You may ask for:

- access to the information that concerns you;
- correction of anything inaccurate;
- withdrawal of your consent to the language memory, through the Cookie preferences button at the foot of every page;
- deletion of your account;
- and, if our answer does not satisfy you, to complain to the Commission d'accès à l'information du Québec or to the Office of the Privacy Commissioner of Canada.

A community that wants to leave with its data downloads its whole archive from the console: the data of every table and the current file of every document, in one file.

Reaching us

Write through the contact form (</en/contact?subject=privacy>) and choose the Privacy subject. The person responsible for the protection of personal information will be named here before launch.

The data-processing agreement is summarised in its own document (</en/legal/data-processing>) and is had in full on request.

Changes

When this policy changes, the date at the top of this page changes with it.