

Viti Health Insights

Privacy Policy & Terms of Service

Norra Stationsgatan 64 B, 113 67, Stockholm, Sweden

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Privacy Policy

Last updated: August 2026

1. Who we are

Viti Health Insights (the “Service”) is operated by Viti Science AB, org. no. 559379-5510 with its place of business at Norra Stationsgatan 64 B, 113 67, Stockholm, Sweden (“we”, “us”). We are the data controller for the personal data described in this policy. Contact: mate.szilcz@vitiscience.com.

Service is an independent analysis service built on the open, public statistical database API of the Swedish National Board of Health and Welfare (Socialstyrelsen). We are not affiliated with, or endorsed by, Socialstyrelsen. The statistics served through the Service are aggregated, public statistics; the Service does not access or process patient-level or individual health records.

2. Personal data we process

- Account data: your e-mail address, workspace (organisation) name, your role in the workspace, and authentication identifiers.
- Content you provide: the questions you type, the conversations you save, feedback and ratings you submit.
- Usage and telemetry data: question counts, feature usage, technical run metadata (timestamps, durations, token counts) used for quota enforcement, billing, capacity and abuse prevention.
- Billing data: subscription plan, seat count and payment status. Card details are collected and processed by our payment provider (Stripe) and never touch our servers.
- Technical data: IP address, browser type and similar log data needed to operate and secure the Service.

3. Why and on what legal basis

- To provide the Service (contract, GDPR Art. 6(1)(b)): accounts, workspaces, conversations, answering questions, sharing within your workspace.
- Billing and administration (contract and legal obligation, Art. 6(1)(b)-(c)): subscriptions, invoices, bookkeeping.
- Service quality, security and abuse prevention (legitimate interest, Art. 6(1)(f)): rate limiting, quotas, aggregated telemetry, error diagnostics.
- Communications you request or that are part of the Service (contract / legitimate interest): welcome, usage-limit, billing and team-invitation e-mails.
- Product improvement based on voluntary feedback (legitimate interest / consent where required).

4. AI processing

Questions you submit are processed by a third-party large-language-model provider (Anthropic) to generate answers. The model is instructed to fetch statistics from Socialstyrelsen’s public API and may see the text of your questions and conversation. Do not include personal data — your own or anyone else’s — in your questions; the Service is designed for questions about public, aggregated statistics. AI-generated answers can contain errors and must be verified against the cited sources.

5. Processors and recipients

We use a small number of processors to run the Service, under data-processing agreements:

- Supabase (database, authentication and hosting of account data)
- Anthropic (AI model processing of questions and conversation context)
- Stripe (payments and subscription management)
- Resend (transactional e-mail delivery)
- Our hosting/infrastructure provider (e.g. Render) for running the application

Some providers may process data outside the EU/EEA. Where that happens we rely on the EU Commission's Standard Contractual Clauses and/or adequacy decisions (such as the EU–US Data Privacy Framework), and we minimise the data shared. We never sell personal data and we do not use your conversations to train AI models.

6. Retention

- Account and workspace data: for as long as the account exists, then deleted or anonymised within 90 days.
- Conversations: until you delete them or the account is closed.
- Telemetry and logs: up to 24 months, in aggregated or minimised form where possible.
- Billing records: as required by Swedish bookkeeping law (currently 7 years).

7. Your rights

Under the GDPR you have the right to access, rectify and erase your personal data, to restrict or object to processing, to data portability, and to withdraw any consent at any time. Contact mate.szilcz@vitiscience.com to exercise these rights; we respond within one month. You also have the right to lodge a complaint with the Swedish Authority for Privacy Protection (Integritetsskyddsmyndigheten, IMY, www.imy.se) or your local supervisory authority.

8. Security

We apply appropriate technical and organisational measures: encrypted transport (TLS), access controls and role-based permissions, isolation between workspaces, minimised data collection, and vetted infrastructure providers. No system is perfectly secure; we will notify affected users and authorities of personal-data breaches as required by law.

9. Cookies and local storage

The Service uses only strictly necessary cookies and browser storage: session authentication, and local preferences such as theme, language and onboarding state. We do not use advertising or cross-site tracking cookies. Because only strictly necessary storage is used, no cookie-consent banner is required; if we ever add analytics cookies we will ask for consent first.

10. Children

The Service is intended for professional use and not directed at children under 16. We do not knowingly collect children's data.

11. Changes

We may update this policy. Material changes will be announced in the Service or by e-mail before they take effect. The “Last updated” date always reflects the current version.

Terms of Service

Last updated: August 2026

1. The agreement

These Terms of Service (the “Terms”) govern your use of SDB Insights (the “Service”), operated by [LEGAL ENTITY NAME], org. no. [XXXXXX-XXXX], The Park, Forskaren, Stockholm, Sweden (“we”, “us”). By creating an account or using the Service you accept these Terms. If you use the Service on behalf of an organisation, you confirm that you are authorised to bind that organisation.

2. The Service

Service is an AI-assisted analysis tool that answers questions about Swedish health and social-services statistics by querying Socialstyrelsen’s public statistical database API and presenting the results as text and charts. The underlying statistics are official, public and aggregated; the analysis layer is ours. Service is an independent service and is not affiliated with or endorsed by Socialstyrelsen.

3. No advice; AI-generated content

THE SERVICE PROVIDES GENERAL STATISTICAL INFORMATION ONLY. It does not provide medical, clinical, legal, financial or other professional advice, and it must not be used as a basis for diagnosis or treatment decisions. Answers are generated by artificial intelligence and, despite technical safeguards, may be incomplete, outdated or incorrect. You are responsible for verifying any figure against the cited sources before relying on it. Charts reflect the data actually fetched from the API at the time of the question.

4. Accounts and acceptable use

- Keep your credentials confidential; you are responsible for activity under your account.
- Do not attempt to disrupt, overload, reverse engineer or gain unauthorised access to the Service.
- Do not use the Service for unlawful purposes, to infringe others’ rights, or to submit personal data about identifiable individuals.
- Do not resell or systematically extract the Service’s output to build a competing product.
- We may suspend or terminate accounts that violate these Terms, abuse quotas or create security risks.

5. Plans, billing and cancellation

- The Free plan includes a limited number of questions per month, as stated in the Service.
- The Business plan is a per-seat monthly subscription billed in advance through Stripe. Prices are stated in the Service and may change with at least 30 days’ notice, effective from the next billing period.
- You can cancel at any time from Settings; the subscription then runs out at the end of the paid period and the workspace reverts to the Free plan. Except where required by mandatory law, fees already paid are non-refundable.
- If payment fails, we may downgrade the workspace after reasonable notice.

6. Intellectual property

We (and our licensors) own the Service, its software, design and branding. You retain rights to the questions you submit. You may use the answers and charts freely, including commercially, provided you do not present the Service's output as officially issued by Socialstyrelsen. Statistics originate from Socialstyrelsen's open data; cite them according to Socialstyrelsen's applicable terms.

7. Availability and changes

The Service is provided "AS IS" and "AS AVAILABLE". We aim for high availability but give no uptime guarantee; the Service depends on third parties (including Socialstyrelsen's API, AI providers and hosting) whose availability we do not control. We may modify, add or remove features, and may discontinue the Service with at least 30 days' notice, in which case prepaid fees for the period after discontinuation are refunded pro rata.

8. Disclaimer of warranties

TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ACCURACY, COMPLETENESS, FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY AND NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, WE DO NOT WARRANT THAT ANSWERS, CHARTS OR OTHER OUTPUT ARE CORRECT, CURRENT OR SUITABLE FOR ANY SPECIFIC USE.

9. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW: (A) WE ARE NOT LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS, REVENUE, DATA OR GOODWILL; (B) OUR TOTAL AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THE SERVICE IS LIMITED TO THE FEES YOU PAID FOR THE SERVICE DURING THE TWELVE (12) MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM (OR SEK 500 IF YOU USE THE FREE PLAN); AND (C) WE ARE NOT LIABLE FOR DECISIONS MADE, OR ACTIONS TAKEN, IN RELIANCE ON THE SERVICE'S OUTPUT. NOTHING IN THESE TERMS LIMITS LIABILITY THAT CANNOT BE LIMITED UNDER MANDATORY LAW (INCLUDING LIABILITY FOR GROSS NEGLIGENCE OR WILFUL MISCONDUCT, OR MANDATORY CONSUMER RIGHTS).

10. Indemnity

If you use the Service in the course of business, you will indemnify us against third-party claims arising from your unlawful use of the Service or your breach of these Terms.

11. Termination

You may stop using the Service and delete your account at any time. We may terminate or suspend access for material breach of these Terms, and otherwise with 30 days' notice. Sections that by their nature should survive (including 3, 6, 8, 9, 10 and 13) survive termination.

12. Changes to these Terms

We may update these Terms. Material changes will be announced in the Service or by e-mail at least 30 days before they take effect; continued use after that constitutes acceptance. If you do not accept

a change, stop using the Service and, if applicable, cancel your subscription before the change takes effect.

13. Governing law and disputes

These Terms are governed by Swedish law, without regard to its conflict-of-law rules. Disputes shall be settled by Swedish courts with Stockholm District Court (Stockholms tingsrätt) as first instance, unless mandatory consumer law provides otherwise. Consumers may also turn to the Swedish National Board for Consumer Disputes (ARN) or the EU online dispute-resolution platform.

14. Contact

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