

Nuvelo Privacy Policy

Last updated: 21 April 2026

Effective immediately

Nuvelo respects your privacy. We do not sell your personal data.

1. Who We Are

Nuvelo is a side-income planning platform available at nuvelo.space.

Nuvelo is operated by an individual sole operator based in Austria.

Contact email: hello@nuvelo.space

If you need our full legal identity or a postal contact address for a legal notice, regulatory request, or complaint, email hello@nuvelo.space.

For GDPR purposes, we act as the controller of the personal data described in this policy.

2. What Data We Collect

Depending on how you use Nuvelo, we may collect:

- Account data such as your email address, password login records handled by Supabase, and profile name.
- Quiz and profile data such as your answers, selected hustle, monthly goal, roadmap progress, and saved preferences.
- Lead tracker data such as lead names, business or profile names, outreach channels, follow-up dates, offer details, and notes you choose to store. This may include information about clients, leads, or prospects you add to the product.
- Income tracking data such as amounts, dates, source labels, and export history.
- Billing data such as Stripe customer identifiers, subscription status, and transaction metadata. We do not store your full payment card details.
- Support and communication data such as emails you send us and transactional emails we send you.
- AI feature data such as the prompts you send, the response history needed to continue the conversation, and the relevant quiz, roadmap, progress, and planning context we include to personalize AI outputs.
- Product usage data such as app screens, feature actions, basic event properties, and service logs.
- Consent-based analytics identifiers such as local browser storage values, anonymous identifiers, session identifiers, page paths, screen names, and

event metadata when you allow analytics.

3. Why We Use Your Data

We use personal data to:

- create and manage your account;
- generate personalized hustle matches, roadmaps, and dashboard views;
- operate the lead tracker, follow-up reminders, and execution workflow tools;
- power AI coaching, business-plan generation, and trend analysis;
- process subscriptions, billing, refunds, and account upgrades;
- send transactional emails such as welcome messages, receipts, payment confirmations, and service notices;
- secure the service, prevent abuse, investigate incidents, and enforce limits;
- understand product usage and improve the service when you have opted in to analytics; and
- comply with legal, tax, accounting, and consumer-protection obligations.

4. Legal Bases

We rely on the following legal bases under the GDPR, where applicable:

- Contract performance: to provide your account, quiz results, roadmap, tracker, AI features, billing, and customer support.
- Consent: for optional product analytics and any similar non-essential technologies that require consent.
- Legitimate interests: for service security, abuse prevention, debugging, internal logging, and limited product improvement that does not rely on consent-based analytics.
- Legal obligation: for tax, accounting, fraud-prevention, and compliance duties.

If we rely on consent, you can withdraw it at any time through the cookie notice or by contacting us.

5. AI Features and Your Data

When you use the AI Coach, Business Plan Generator, or Trending features, we send the content needed to generate a response to Anthropic, the provider of the Claude models we use.

This may include:

- the message or request you type;
- relevant quiz and profile information such as skills, location, budget, time

- available, experience level, and income goal;
- roadmap context, selected hustle, and recent progress or saved AI memory that helps the feature stay useful and consistent; and
- limited technical parameters needed to run the request.

We do not intentionally send your payment card details to Anthropic. We also do not intentionally send your account password.

We also do not intentionally include lead-tracker names, prospect notes, or similar CRM-style data in the standard AI context unless you include that information in your prompt or prior AI conversation history.

Anthropic acts as a processor or independent recipient depending on the service context. Anthropic's privacy policy is available at <https://anthropic.com/privacy>.

6. Analytics, Cookies, and Similar Technologies

Nuvelo uses essential cookies and similar technologies, including local browser storage, to:

- keep you signed in;
- save settings, progress, selected hustle, roadmap state, and feature preferences; and
- operate security, session continuity, and core product functionality.

With your permission, we also use privacy-focused product analytics. These analytics may record events such as:

- landing page views;
- quiz starts;
- account creation and sign-in events;
- results views;
- upgrade clicks;
- checkout starts; and
- feature usage events.

These analytics may include an anonymous identifier, session identifier, page path, screen name, and limited event properties such as whether a user is signed in or subscribed to Pro.

We do not use advertising cookies.

You can refuse optional analytics, withdraw consent later, or switch back to essential-only storage from the cookie controls in the product settings or banner.

If consent-based product analytics is enabled in our stack, analytics event data may be processed by PostHog or a similar analytics provider acting on our behalf.

7. Who We Share Data With

We share personal data only where needed to run the service, process payments, send emails, or comply with law.

Our main service providers may include:

- Supabase, for authentication and database storage;
- Stripe, for subscription billing and payment processing;
- Anthropic, for AI-generated features;
- Resend, for transactional email delivery;
- Railway, for hosting and backend infrastructure; and
- PostHog, if consent-based product analytics is enabled.

We may also share information with professional advisers, regulators, law-enforcement authorities, or courts where required by law or necessary to protect our rights.

8. International Transfers

Some of our providers may process data outside the European Economic Area.

Where this happens, we rely on appropriate safeguards where required, such as adequacy decisions, contractual protections like the European Commission's Standard Contractual Clauses, or another lawful transfer mechanism.

You can contact us if you want more information about the safeguards relevant to your data.

9. Data Retention

We keep data only for as long as needed for the purposes described above.

In general:

- account and profile data are kept while your account remains active;
- quiz results, roadmap state, lead tracker entries, income tracker data, and related execution notes remain available until you delete them or close your account;
- support emails and operational logs may be retained for as long as reasonably necessary to resolve issues, prevent abuse, and document service changes;
- billing and tax records may be kept for up to 7 years where required by law; and
- consent-based analytics data is kept only for as long as needed for product analysis, troubleshooting, and trend reporting, subject to the retention settings of the analytics provider we use at the time.

If you delete your account, we will delete or anonymize personal data unless we need to keep it for legal, tax, fraud-prevention, or dispute-resolution reasons.

10. Your Rights

If the GDPR or similar laws apply to you, you may have the right to:

- access your personal data;
- correct inaccurate data;
- delete your data;
- restrict certain processing;
- object to certain processing;
- receive a portable copy of data you provided to us; and
- withdraw consent where processing relies on consent.

You may also have the right to complain to your local data-protection authority.

To exercise your rights, contact hello@nuvelo.space.

11. Security

We use reasonable technical and organizational measures to protect your data. These may include encrypted connections, hosted authentication, access controls, provider security features, and internal limits on what we expose to third parties.

No system is completely secure, and we cannot guarantee absolute security.

12. Children

Nuvelo is not intended for users under 18 years of age. If you believe a minor has provided personal data to us, contact hello@nuvelo.space.

13. Changes to This Policy

We may update this Privacy Policy from time to time. If the changes are material, we may notify you in the product or by email. The updated version will apply from the date shown at the top of the policy.

14. Contact

For privacy questions, data-rights requests, or complaints, contact hello@nuvelo.space.