Feedback and problem reports

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Saga uses feedback and bug reports to better understand and resolve issues faster. Because Saga processes personal data, it must be clear when context is included and who can see it.

1. Types of reports

Saga has three types of reports:

- **User feedback**: a user indicates that an answer, screen, or action was incorrect.
- **Bug report**: a user consciously sends a problem report with relevant context.
- **Technical error report**: Saga automatically or semi-automatically reports a technical error, such as a server error or crash.

2. Chat feedback

For chat feedback, Saga may include relevant chat context, such as:

- the selected message;
- recent user and assistant messages;
- planner or executor context;
- executed actions;
- error details;
- device and language context.

This context is only included when the user provides feedback or creates a bug report where that context is required. Saga does not include the full chat history or full user databases by default.

3. Technical error messages

Technical errors may be logged for stability, security, and error analysis. Such a report preferably includes:

- timestamp;
- request ID;
- app version;
- route or screen;
- error code;
- limited technical metadata.

Technical error reports preferably do not include full chat content, complete contact lists, calendar content, notes, photos, or attachments unless the user explicitly chooses to include them in a bug report.

4. Access

Access to feedback and bug reports is limited to persons who need it for support, error analysis, or security.

5. Retention period

Feedback and bug reports are deleted six months after submission at the next daily cleanup. This period also applies to open reports and is not extended if a report is updated or resolved. The deletion includes the description, attached chat and technical context, device data, and internal notes on the report.

This concerns the reports in the active reporting system. For any back-ups and separate security logs, the retention periods from the privacy statement apply.