Suppliers and data processing

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Saga is offered by Valhalla Systems B.V. Below you can read which suppliers process personal data for the functions you use. Some suppliers, such as payment providers, also process certain data for their own legal obligations. Not every supplier is exclusively a processor of Saga for every processing.

You can ask questions about privacy via privacy@sagafor.me.

1. Hosting, AI and voice

Supplier	For what purpose does Saga use this service?	Which data may be processed?	When is the service used?
Scaleway - hosting and back-ups	Hosting of Saga, databases, proprietary error logging, and encrypted backups	Data you store in Saga, account details, and technical metadata	For the operation of Saga. The production environment is located in Paris; backup storage is in Amsterdam.
Scaleway - Generative APIs with Qwen	Understanding instructions, planning actions, formulating responses, and recognizing content in images and documents	Your instruction, relevant data from accessible vaults, attached images or document content, and generated responses	When using AI features, including Chat & Voice and document recognition. Processing via the AI service in Paris.
Deepgram	Converting speech to text	Audio of your voice command, transcription, and technical usage data	When you use voice input. Saga uses the EU endpoint.
ElevenLabs	Converting text to spoken responses	The text to be spoken, generated audio, and technical usage data	When you use spoken responses. The service may process data outside the EU, including in the United States.

Scaleway and your AI content

Scaleway hosts the Qwen model on its own infrastructure. According to the terms for Generative APIs, your input and responses are not used to train or improve the base models, and the model creator has no access to this content.

Normally, Scaleway does not store prompt content. There is an exception for investigating errors or abuse: full HTTP requests may then be stored for a maximum of two weeks. Temporary, project-specific inference caches speed up processing. Aggregated and anonymized usage data may be stored for a maximum of six months.

More information: Scaleway - data processing for Generative APIs.

2. Account, communication and payments

Supplier	Processing purpose	Possible data	When is the service used?
Resend	Sending account, verification, and other transactional emails	Email address, email content, and delivery details	For emails related to your account or the feature used.
Hostinger	Receiving and handling emails to info, support, privacy, and security	Sender, message content, any attachments, and email metadata	When you email us via these mailboxes.
Twilio	Verifying phone number via SMS	Phone number, verification attempts, and delivery details	When you use phone verification.
Stripe	Payments, subscriptions, and billing via the web payment route	Payment and billing details, transaction data, and subscription status	When you pay via Stripe. Card details are processed directly by Stripe.
Google Play	Distribution of the Android app and purchases via Google Play	Google account and purchase details with Google; purchase receipts and subscription status for Saga	When installing via Google Play and making purchases via the Play payment route.

3. Agenda, addresses and maps

Supplier	Processing purpose	Possible data	When is the service used?
Google Calendar	Directly importing your calendar after consent	Selected calendar data and authorization details for the import	When you use the direct Google import. You can revoke granted access with Google. A self-provided calendar file does not require a direct Google connection.
Geoapify	Searching for and recognizing addresses and locations	Search text and, if used, location or preference data for the search result	When you search for addresses or locations.
OpenStreetMap	Displaying map images	Requested map areas, IP address, and technical request data	When you view a map. Your browser or app retrieves map images directly.

You can opt out of optional import, voice, AI, and search features. Disabling location permission prevents the retrieval of your current location, but does not prevent a map or a manually entered address from being requested.

4. Storage, transfer and changes

The retention periods for Saga itself are in our privacy policy. Suppliers additionally process technical, account, or transaction data according to applicable agreements and legal obligations. An EU endpoint does not mean that all account, support, and billing data of that supplier is processed exclusively in the EU.

Saga updates this list when the suppliers used change. In case of substantial changes in processing, we inform users via the app, email, or website.