



Information for Data Subjects

**Use of the IDnow Notetaker (Conversation
Intelligence)**

IDnow GmbH informs you, in accordance with Art. 13/14 of Regulation (EU) 2016/679 (General Data Protection Regulation, "GDPR"), about the processing of your personal data in connection with the use of AI Notetaker during meetings, calls, and video conferences.

1. Who is responsible for this processing?

- **Data Controller** within the meaning of the GDPR:
- IDnow GmbH Auenstrasse 100 80469 Munich, Germany Email: info@idnow.de
- Represented by: Andreas Bodczek (CEO), Armin Berghaus (Co-Founder & CTSO), Andreas Maueroeder (CFO)
- **Data Protection Officer:** Dr. Sebastian Kraska, IITR Datenschutz GmbH, Eschenrieder Str. 62c, 82194 Gröbenzell, E-Mail: idnow@iitr.de

If you have any questions about this information sheet or about how your data is processed, please contact our support team at: privacy@idnow.io

2. What is the AI Notetaker and when is it used?

The AI Notetaker is a feature of our sales productivity tool, which we use for external meetings. When activated for a meeting, the AI Notetaker:

- sends reminder email including an anonymous opt-out Option for all participant before the meeting will be recorded,
- upon invitation and if no participant opted-out before, joins the call as a visible participant/bot,
- records audio and video of the meeting,
- generates a written transcript of the conversation, and
- creates an AI-generated summary and notes of the discussion,
- sends the summary of the call to all participants via email afterwards.

The AI Notetaker is provided by our subprocessor, **Weflow GmbH**, which processes this data on our behalf as a data processor, subject to a Data Processing Agreement in accordance with Art. 28 GDPR.

3. What data is processed?

Category	Examples
Audio recording	Full audio of the meeting
Video recording	Full video of the meeting (where camera is enabled)
Meeting transcript	Text transcript of everything said during the meeting
AI-generated summary/notes	Automatically generated key points, action items, and summaries
Metadata	List of participants, date, time, and duration of the meeting

This may include personal data of all meeting participants, such as your name, voice, image, and the content of your statements during the meeting.

4. For what purposes do we process your data?

We use the AI Notetaker for the following purposes:

- **Automatic meeting notes and CRM documentation:** to support our sales team in accurately documenting customer conversations without manual note-taking;
- **Quality assurance and employee training:** to review conversations for training and coaching purposes;
- **Conversation analysis:** to identify patterns and improve the quality of our customer interactions.

5. What is the legal basis for this processing?

The processing of your personal data through the AI Notetaker is based on our **legitimate interest** pursuant to **Art. 6 (1) (f) GDPR**.

Our legitimate interests are:

- efficient and accurate documentation of business conversations without diverting attendees' attention to manual note-taking;
- ensuring consistent quality of customer communication;
- enabling internal training and coaching of our employees based on real conversation examples.

6. How are you informed, and how can you object before recording starts?

Before the AI Notetaker begins recording:

- **Announcement by E-Mail:** the IDnow host will verbally announce at the start of the call that an AI Notetaker will be used to record and transcribe the meeting;
- **Visible bot/tool notice:** the AI Notetaker joins the meeting as a visibly named participant (e.g., "IDnow Notetaker") so that all participants can see that recording is taking place;
- **Calendar invite notice:** where applicable, the meeting invitation will already indicate that an AI Notetaker may be used.

If you **object to being recorded**, please inform the host verbally at the start of the meeting or via chat. In this case, **the meeting will be continued without the AI Notetaker/recording**. Your objection will not have any negative consequences for you or the business relationship.

7. How long is your data stored?

- **Audio and video recordings:** stored for **90 days** after the meeting, after which they are **automatically deleted**, unless a longer retention period is required to comply with a legal obligation or to establish, exercise, or defend legal claims.
- **Transcripts and AI-generated summaries/notes:** retained only for as long as we have an ongoing purpose for keeping them (e.g., for the duration of an active sales opportunity, customer relationship, or related internal process). Once the relevant purpose no longer applies the transcript and associated notes are deleted, unless a longer retention period is required to comply with a legal obligation or to establish, exercise, or defend legal claims.

8. Who has access to your data, and is it transferred internationally?

Access to recordings, transcripts, and notes is limited to the relevant persons involved in the respective meeting.

The AI Notetaker is provided by our subprocessor **Weflow GmbH**, Oranienburger Str. 1-3, 10178 Berlin, Germany, acting as a data processor on our behalf. Weflow processes

Customer Data exclusively within the **European Economic Area (EEA)**. Data may only be transferred outside the EEA in narrowly defined exceptional circumstances (e.g., mandatory technical support or security incident response), subject to appropriate safeguards such as an EU Commission adequacy decision or Standard Contractual Clauses pursuant to Art. 46 GDPR.

9. What rights do you have?

You have the following rights regarding your personal data:

- **Right to object** (Art. 21 GDPR): You have the right to object, on grounds relating to your particular situation, to the processing of your personal data based on our legitimate interest at any time. If you object, we will no longer process your data for this purpose, unless we can demonstrate compelling legitimate grounds that override your interests, rights, and freedoms, or the processing is necessary for the establishment, exercise, or defense of legal claims.
- **Right of access** (Art. 15 GDPR): You may request confirmation as to whether we process your data and obtain a copy of it.
- **Right to rectification** (Art. 16 GDPR): You may request correction of inaccurate data.
- **Right to erasure** (Art. 17 GDPR): You may request deletion of your data under certain circumstances.
- **Right to restriction of processing** (Art. 18 GDPR): You may request that we limit the processing of your data under certain circumstances.
- **Right to data portability** (Art. 20 GDPR): Where applicable, you may request to receive your data in a structured, commonly used, machine-readable format.
- **Right to lodge a complaint**: You have the right to lodge a complaint with a competent data protection supervisory authority.

To exercise any of these rights, please contact us using the contact details in Section 1. We will respond to your request without undue delay, and in any case within one month.

10. Changes to this information sheet

We may update this information sheet from time to time to reflect changes in our processing activities. The current version is always available upon request from IDnow.

Last updated: 20 July 2026

This document supplements IDnow's general Privacy Policy available at idnow.io and applies specifically to the use of the AI Notetaker feature.