Feedback Data Policy

Document ID: DP-002
Version: 1.0
Effective Date: February 2026
Classification: Public
Applies To: Maimai Supply and Studio Clarté

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1. Purpose

This policy governs voluntary feedback submitted in connection with:

- Maimai Supply
- Studio Clarté

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2. Voluntary Nature of Feedback

Submitting feedback is optional.

Users may use Company products without providing feedback.

Feedback may include:

- Performance comments
- Bug reports
- Improvement suggestions
- Safety concern

Users are advised not to include personal, student, confidential, or sensitive information unless they intend to share it.

For educational deployments, feedback relating to student use should be submitted by a parent, guardian, or authorized institutional representative.

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3. Permitted Uses

Feedback may be used solely for:

- Product quality improvement
- Bug resolution

- Performance enhancement
- Reliability improvement
- Safety monitoring
- Misuse prevention

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4. Prohibited Uses

Feedback will not be:

- Sold or commercially licensed
- Used for marketing without explicit consent
- Used for automated profiling
- Used to train external foundation models
- Used for behavioral analytics

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5. Access Controls

Access to feedback is:

- Restricted to authorized personnel
- Governed by role-based access controls
- Limited to a need-to-know basis

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6. Retention

Raw identifiable feedback is retained for **no longer than 18 months**, unless:

- A shorter period is required by law
- The user requests deletion
- Retention is necessary for security or legal investigation

De-identified insights may be retained longer.

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7. De-Identification Process

Where feasible, feedback is:

- Stripped of identifiers
- Aggregated
- Used in anonymized form for trend analysis

8. Governance Oversight

Feedback handling is reviewed during quarterly governance review sessions under the AI Governance Charter (GOV-001).

9. Deletion Requests

Requests may be sent to:

ClarityAILab@BuildResil.com

Identifiable feedback will be deleted or de-identified within a reasonable timeframe consistent with applicable law.

End of DP-002