

WIP Lounge

Data Use Notice, Terms of Use and Business Terms

Version 2.0 (global). Provider: WHT Global, operator of WAI (wht-ai.com). This document applies to everyone who uses WIP Lounge, wherever they are located. It is written to be understood by non-lawyers. Where a local law gives you stronger rights than this document, the local law prevails.

Note for WAI: placeholders in [square brackets] (legal entity details, contact addresses, governing law and courts) must be completed by WHT Global before publication, and the text should be reviewed by qualified counsel.

1. What WIP Lounge is

WIP Lounge ("Lounge") is a read-only mail and calendar assistant inside WAI. After you connect a mailbox, Lounge shows which messages still need your answer, who you are waiting for, what promises you made in sent mail, and which meetings are coming. On request it can also draft a reply for you to review. Lounge helps you decide what to do next; you stay in control.

1.1 What Lounge never does

- It never sends, replies to, forwards, deletes, moves, archives, labels or edits any email. Reply drafts are shown on screen only; you copy them or open them in your own mail program and press Send yourself.
- It never creates, changes or cancels calendar events.
- It never reads attachments and never accesses your files or cloud drives.
- It never sees or stores your mailbox password. You sign in on your mail provider's own page.
- It does not monitor keystrokes, screens, location or any activity outside the connected mailbox and calendar.

2. What data is accessed

Access is read-only and requested through the mail provider's official sign-in (OAuth). You see the permission list on the provider's page before you accept.

2.1 Microsoft (Outlook, Hotmail, Live, Microsoft 365)

Delegated permissions: User.Read, Mail.Read, Calendars.Read and offline_access (so you do not have to sign in again every hour), plus basic sign-in scopes.

2.2 Google (Gmail and Google Calendar)

Read-only scopes: gmail.readonly and calendar.readonly, plus basic sign-in scopes (openid, email, profile).

2.3 Fields read

- Inbox and Sent mail from the last 30 days, up to a limited number of messages per refresh: message and conversation identifiers, subject, sender and recipients, date, read/unread status, and the short preview text supplied by the provider (typically the first lines of the message).
- Calendar events for the next 7 days: title, start and end time, location, organizer and status.
- Full message text is read only when you press "Write a reply" on one message, and only that one message is read.

3. What WAI stores and for how long

- Connection tokens, encrypted at rest (AES-256-GCM), used only to read your mailbox on your behalf.
- The email address of each connected mailbox and which provider it belongs to.

- The latest analysis result (counts, lists of items needing attention, AI suggestions) as a cached summary so the screen opens quickly.
- For company workspaces: the company profile, the team list with roles, the employee acknowledgement date, and an audit log of who viewed team figures (see Section 7).

WAI does not keep a copy of your mailbox. Messages are fetched when an analysis runs. Pressing Disconnect deletes that mailbox's tokens and cached analysis. You can also revoke access at any time with the provider (Google: myaccount.google.com, Security, Third-party access; Microsoft: account.microsoft.com, Privacy, App permissions, or myapps.microsoft.com for work or school accounts). Deleting your WAI account removes your Lounge data. Audit-log entries and company records are kept while the company workspace exists and for a limited period afterwards as needed for legal claims and security [retention period to be set by WHT Global].

4. AI processing

To classify items and suggest actions, Lounge sends a compact summary to an AI model operated by an AI provider selected by WAI. For up to about 25 items the summary contains: the sender or recipient name, the subject, a short preview with links and long codes removed, the number of days waiting, and for meetings the title and organizer. Long identifiers are replaced by short codes. Attachments and full message bodies are not included.

When you press "Write a reply", the text of that one message and your short instruction are sent to an AI model to write a draft.

WAI does not sell mailbox data, does not use it for advertising, and does not use connected mailbox content to train AI models. AI output is a suggestion only. It can be wrong and must not be the only basis for any important decision, in particular any decision about a person.

Use of Google user data follows the Google API Services User Data Policy, including the Limited Use requirements: Google user data is used only to provide the features you see in Lounge, is not transferred to others except as needed to provide those features, for security or to comply with law, and is not used for advertising or to train general AI models. Microsoft data is used under the Microsoft identity platform terms.

5. Terms of use

- You may connect only mailboxes you own or are authorised to connect. You must not connect somebody else's mailbox without their knowledge and permission.
- You are responsible for the content of replies you send and for checking AI drafts before using them.
- Lounge is provided "as is" as an aid. WAI does not guarantee that analysis is complete, accurate or timely, and is not liable for decisions taken on the basis of it, to the extent the law allows. Nothing in this document limits liability that cannot be limited by law.
- Credits: AI features may use your WAI credit or plan allowance, as shown in WAI.
- WAI may suspend access that appears to be used unlawfully, to monitor people covertly, or to harm the service.
- Third-party providers (Microsoft, Google) may change their permissions, limits or security reviews. A connection can stop working until you reconnect. During early access, Google may require you to reconnect periodically.
- These terms are governed by [governing law of WHT Global] and disputes go to [competent courts], without removing any consumer rights you have in your own country.

6. Roles of the parties

6.1 Individual users

When you connect your own mailbox, you decide to share it with Lounge and can disconnect at any time. WAI processes the data to provide the features you requested.

6.2 Companies and organisations

When a company, employer or other organisation ("the Company") creates a company workspace and adds people to it, the following applies wherever the Company or its people are located:

- The Company decides why and how its team data is used. Under data protection laws (for example the GDPR and UK GDPR, the LGPD, PIPEDA, the CCPA/CPRA and similar laws elsewhere) the Company is the controller of that processing, and WAI acts as a service provider/processor providing a technical tool on the Company's documented instructions. The business terms and data processing terms in this Section and Section 8 apply as the data processing agreement, and WAI will sign a separate agreement on request.
- The Company alone is responsible for having a valid legal basis, for informing every affected person before measurement starts, for consulting employee representatives, works councils or unions where the law requires it, for completing any required impact or risk assessment, and for complying with employment, privacy and telecommunications law in every country where its people work.
- The Company must not use Lounge for covert monitoring and must not use Lounge figures as the only basis for hiring, dismissal, promotion, pay or disciplinary decisions. The figures are internal work-load indicators, not an evaluation of a person and not evidence.
- WAI provides the tool and the safeguards described here. WAI does not decide who is included, does not assess whether a Company's chosen use is lawful in its country and does not give legal advice.

7. How the company workspace protects people

These safeguards are built into the product and are not options the Company can switch off:

- Numbers only. Team views show counts such as unanswered, overdue, waiting and meetings. They never show subjects, senders, previews or message text.
- Roles. Admin manages the team list and reads the audit log and cannot read anyone's mail. HR sees figures for people who acknowledged the notice. A manager sees figures only for direct reports who acknowledged the notice. IT sees only whether a mailbox is connected and when it was last analysed. An employee sees only their own figures.
- Acknowledgement first. A person's figures are not counted for HR or managers until that person has read and acknowledged the notice shown inside Lounge.
- Transparency. Each person can see, inside Lounge, who looked at their figures and when.
- Audit log. Every team view is recorded with date, time, user and role. Admin and HR can read the log.
- Connection stays personal. A person connects only their own mailbox; a role never gives access to another person's mailbox.

7.1 Company confirmation (recorded when a workspace is created)

I am authorised to act for my organisation. My organisation has a valid legal basis for this processing under the laws that apply to it and to the people concerned. We will inform affected people before use and, where required, consult their representatives and complete any assessment. We will use Lounge figures only for the stated purpose and not as the sole basis for decisions about individuals. We accept the WIP Lounge Terms and Business Terms, and we understand that our organisation is responsible for the lawfulness of its own use.

7.2 Notice shown to each person

[Company] uses WIP Lounge team metrics. HR and your manager can see numbers only about your mailboxes, for example how many emails wait for an answer. They cannot read subjects, senders or text. You can see below who looked at your numbers. These figures are internal work-load indicators, not an evaluation of you and not evidence. Until you press the button, your numbers are not counted.

8. Business terms

- Processing instructions. WAI processes company workspace data only on the Company's documented instructions (the configuration its admins choose) and only to provide Lounge.

- Confidentiality. People at WAI with access to personal data are bound by confidentiality.
- Security. HTTPS only; tokens encrypted at rest; read-only permissions; per-user isolation; access to company figures limited by role and logged. See Section 9.
- Sub-processors. WAI uses hosting, AI model and mail/calendar providers (including Microsoft and Google) as sub-processors and will keep a current list available on request [list to be maintained by WHT Global].
- International transfers. Data may be processed in countries other than yours. Where the law requires, WAI uses recognised transfer safeguards such as standard contractual clauses.
- Individual rights. WAI will help the Company answer requests to access, correct, delete or restrict personal data, and will pass on requests it receives from people in a workspace.
- Incidents. WAI will notify the Company without undue delay after becoming aware of a personal data breach affecting its workspace.
- Deletion. On removal of the workspace WAI deletes company records, subject to Section 3.
- Responsibility and indemnity. The Company is responsible for the lawfulness of its instructions and of its monitoring or evaluation of people, and will indemnify WAI against claims, fines and costs caused by the Company's failure to meet its obligations under Sections 6 and 7, to the extent the law allows. WAI's liability is limited to the fees paid for the service in the previous 12 months, except where the law does not allow such a limit (for example intent or gross negligence). Neither limit affects the statutory rights of the people whose data is processed.

9. Security measures

- Encrypted transport (HTTPS) and encrypted token storage.
- Read-only permissions: with the permissions it holds, Lounge cannot modify mail or calendars.
- Per-user isolation and role-limited access to company figures, with audit logging.
- Disconnect and account deletion remove stored tokens and cached results.

10. User guide in short

- Open WIP Lounge, press Connect a mailbox, choose Microsoft or Gmail, sign in on the provider's page, read the permissions and accept. Press Analyze now. Add more mailboxes with Add another mailbox; each has its own page.
- Desktop Outlook and Thunderbird are only programs: connect the account behind them. Step-by-step help and IMAP settings are in the separate document "How to connect your mailbox".
- Work or school account says "Need admin approval": ask your IT administrator to allow the WAI application for read-only access (User.Read, Mail.Read, Calendars.Read, offline_access).
- To stop: press Disconnect in Lounge and, if you wish, remove WAI in your provider's account permissions page.

11. Contact, changes and complaints

Questions, privacy requests and complaints: [privacy contact email of WHT Global]. WAI will tell you about material changes to this document inside the product before they apply. If you believe your data protection rights have been infringed, you may also contact the data protection authority in your country.