Privacy one-pager and FAQ notes

Source: NovaBridge Trust site, captured 2026-07-22, plus a one-page FAQ attached to the sales packet **Product:** NovaBridge Relay, including optional NovaBrief

This is vendor-authored privacy language. It is not a Harborline legal opinion.

What NovaBridge says Relay stores

Support ticket content, knowledge articles, account profile fields the customer configures, and operational logs. NovaBridge says customers decide what their agents type into tickets.

Retention (FAQ)

Default ticket-text retention is **18 months** after close. NovaBridge calls this "a minor operational default that keeps history useful for agents." Customers may request a shorter retention in writing. The FAQ does not define a maximum for investigation-related People tickets.

AI and model improvement

Questionnaire (Q-08) states NovaBridge does not use customer ticket content to train models.

This privacy page states: NovaBridge may use de-identified usage telemetry and **ticket-text snippets** to improve routing quality and NovaBrief summarization **unless the customer opts out in writing**. The opt-out is described as "available on the enterprise plan."

The two statements are both in the packet. Reconcile them. Do not assume marketing, the questionnaire, or the privacy page automatically wins.

International transfers

The one-pager says U.S. production hosting is the default for U.S. customers. It does not prohibit subprocessors in other regions if added later. The June 2026 subprocessor list in this packet shows U.S. regions only.

Sensitive data

NovaBridge asks customers not to put payment card data or government ID numbers in tickets. It does not prohibit confidential HR case notes. It does not classify employee support data as a healthcare record.