Privacy Policy

The data SmartEx needs and how you can control it.

Updated: 1 November 2026

> Meeting audio stays on the device.
>
> Text is sent to the server for cleanup and a summary.
>
> We do not sell data for advertising.

This policy describes the processing of personal data in the SmartEx iOS and Android apps and the smart-expo.ru web service. SmartEx helps companies and exhibition visitors exchange contacts, materials and messages, and helps booth staff keep a record of their meetings.

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01 Who is responsible for your data

Individual Entrepreneur Alla Vladimirovna Lokot (Локоть Алла Владимировна). Tax ID (INN): 780443351167. Registration number (OGRNIP): 323784700389194. Address: 4 Vedeneeva Street, Saint Petersburg, 195427, Russia.

For personal data enquiries, contact data@smart-expo.ru. For product support, contact support@smart-expo.ru. privacy@smart-expo.ru also accepts personal data enquiries.

This policy takes effect on the revision date shown above. It explains how data is processed and does not itself replace a separate consent where the law requires one.

02 Data we process

- Account and profile: email address, password hash, email verification, first and last name, job title, phone number and photo, depending on what you provide. Passwords are not stored in plain text.

- Company and exhibitions: company name, tax ID, description, city, website, contacts, logo, categories, employees and roles, invitations, exhibition participation, booth access and staff assignments.
- Contacts: the parties and time of an exchange, the exhibition, QR-code information, shared materials, personal notes and favourites. Visitor details may be provided through a web form after scanning a QR code.
- Messages and materials: chat messages, attachments, catalogues, presentations, images, links and other files you choose to upload or share.
- Meetings: the original transcript, cleaned transcript, summary, participants, meeting time and duration. Audio is processed separately on the device, as explained below.
- Technical information: IP address, device and operating system details, app version, installation and session identifiers, push tokens, usage events, error information and crash reports.
- Requests: support messages, complaints, account deletion requests and the information needed to handle them.

03 Why we need this data

- To register users, provide sign-in, protect accounts and manage company teams.
- To display profiles, find companies, exchange contacts, run chats and share selected materials.
- To give employees access to booths at particular exhibitions and prepare meeting materials.
- To deliver service emails and notifications, provide support and handle complaints.
- To diagnose errors, prevent abuse and meet obligations imposed by law.

04 Meeting audio and text

Recording starts when a user chooses to record and grants microphone permission. Speech recognition runs on the device. The meeting audio track is not uploaded to SmartEx servers or sent to the language model provider.

The recording may remain on the device so that the user can listen to it again, for example if the summary is inaccurate. The user controls this local copy and can delete it using the app. If processing is incomplete, the file is also needed to retry speech recognition.

SmartEx does not use the voice to establish a person’s identity, create a user voice profile or train the speech recognition model on their recordings. Audio is used to obtain a text transcript of the conversation.

The text transcript is sent to the SmartEx server and the REG.Cloud language model service for cleanup and summarization. The text may contain names, contact details and other information spoken during the meeting. The original transcript and processing results are stored on the server as meeting materials.

The shared summary is available to both sides of the meeting. The original and cleaned transcripts are available only to the recording side, within its employees’ access rights. Audio is not automatically shared with other participants.

If the person who recorded the meeting shares local audio with others, they are responsible for obtaining the necessary permissions and choosing the transfer method. This is a separate user action, not an automatic transfer by the service.

Before recording, inform everyone present and obtain consent where required. Microphone permission does not replace participants' consent. See https://smart-expo.ru/en/recording.

05 Who can see information within SmartEx

Published company profiles, contacts and materials are visible according to their purpose and access settings. Do not publish someone else's personal information without an appropriate basis.

Company-to-company chats are shared by the companies' employees. New employees can access the company's history, including earlier messages. Contact notes and status are visible within your own company and are not shown to the other side. Each employee controls their own favourites and notification mute settings.

Materials shared through a contact exchange or chat become available to recipients. A meeting summary is shared between the meeting's sides; the original and cleaned transcripts remain restricted to the recording side.

Authorized staff of the operator may process data as necessary to provide support, handle complaints, maintain security and respond to user requests.

06 Technical service providers

We do not sell personal data for advertising. The following providers support the service:

- REG.Cloud / REG.RU: SmartEx server infrastructure, database, files and backups. The main server infrastructure is located in Russia.
- REG.Cloud language model service (ai.reg.cloud): processing meeting text for cleanup and summaries. It does not receive the meeting audio recording.
- REG.RU email service: email verification, invitations, account recovery and replies to enquiries. It processes recipient addresses and email content.
- Google Firebase Cloud Messaging and Apple Push Notification service: delivery of notifications, using installation identifiers, delivery tokens and notification data.
- Google Analytics for Firebase and Firebase Crashlytics: usage events and diagnostics while statistics collection is enabled. They process technical identifiers, device information, events and crash reports.

07 Statistics, permissions and local settings

You can turn off statistics and crash report collection in your profile settings. Collection is enabled by default in current versions. SmartEx does not add your name, email, phone number, chat text or meeting transcript to its own analytics events. Firebase technical identifiers are not fully anonymous data.

The camera is used for QR scanning and selected image actions; the microphone is used for meeting recording; notifications are used for messages and service events. Photos and files are accessed when you select materials. You can manage permissions in your device settings.

SmartEx does not request your phone's address book or precise GPS location. Technical services may infer an approximate region from the IP address. Advertising identifiers are not used for cross-app tracking.

The device stores sign-in information, settings, a queue of unfinished actions, the downloaded speech model and cached files. The web service uses local storage for sign-in and language and theme preferences. These data support the operation of the service.

08 Legal bases and transfers outside Russia

We process data to perform the user agreement and company contracts, meet legal obligations, protect rights and service security where permitted by law, and on the basis of consent where required. Publication of this policy does not mean automatic consent to every form of processing.

Google and Apple operate international infrastructure. Notifications and Firebase may involve processing the relevant technical data outside Russia. This does not involve sending meeting audio to these providers. Firebase describes its data and processing locations at https://firebase.google.com/support/privacy.

Sharing data with service providers and transferring it across borders require the applicable legal bases and safeguards. Contact the operator to ask about the recipients and legal bases for processing your data.

09 How long data is kept

- Profile and sign-in data are used while the account is active. Following a verified request, the account and personal data subject to deletion are deleted or anonymized, generally within 30 calendar days, unless the law requires a different period.
- Messages, company materials and meeting texts are retained for collaboration while participants need them and until an authorized user deletes them or a justified request is fulfilled. Deleting a personal account does not automatically delete the entire company history.
- Local meeting audio remains on the device until deleted by the user or through the app. The operator does not hold a server copy of this audio track.
- Push tokens that have not been refreshed for more than 120 days are removed during the next cleanup. Server logs rotate as new entries accumulate: application logs have a size limit, and web server logs keep 14 archives. They therefore have no single retention period in calendar days. Firebase diagnostic events follow that service's retention rules and project settings and are used to investigate crashes and app operation.
- Automatic daily backups of the database and server files are kept for 7 days and removed during the next rotation. They are used to restore the service, not as active accounts. If data is restored from a backup, previously completed deletion requests must be applied again.
- Contract, payment, request and incident records may be retained to the extent and for the periods required by law or needed to protect rights. On request, we will explain what is retained and why.

10 Account deletion and your rights

You may request information about processing, correction, restriction or deletion, and withdraw consent where processing relies on it. Write to data@smart-expo.ru. Do not send your password. We may ask you to confirm ownership of the account.

Open Settings → Security → Account deletion in the app and confirm your request. If an older Android version opens a web page instead, update the app or follow the instructions on that page. You can also make a request without installing the app: https://smart-expo.ru/en/delete-account.

If you own a company workspace with other employees, tell us whether to retain the workspace and who should take over its management. This helps separate your personal information from the whole team's data.

Withdrawal of consent does not affect the lawfulness of earlier processing. Necessary processing may continue on another lawful basis. You may contact Roskomnadzor or a court to protect your rights, as well as exercise rights available under other applicable law.

Deleting an account does not automatically remove copies other participants have already saved outside SmartEx or local audio on your device. The deletion page explains the request process.

11 Protecting data

Data is transferred over HTTPS. Passwords are stored as hashes. Access to accounts, materials and administrative functions is controlled by permissions. We use backups, technical logs and measures against unauthorized access.

Ordinary chats and server-side materials are not an end-to-end encrypted vault. Do not share information requiring special protection without the appropriate legal basis and arrangements.

12 Children and policy changes

SmartEx is intended for professional use and is not directed at children. If the operator discovers unlawful processing of a minor's data, it takes steps to stop that processing.

The current Russian policy is available at https://smart-expo.ru/privacy and the English version at https://smart-expo.ru/en/privacy. The document is updated when features, providers or processing practices change. Material changes are communicated through an available channel where required by law.

Service operator

Individual Entrepreneur Alla Vladimirovna Lokot (Локоть Алла Владимировна)

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Permanent link: https://smart-expo.ru/en/privacy

Terms of Use

Using SmartEx for business communication and exhibition work.

Updated: 1 November 2026

The service is provided by Individual Entrepreneur Alla Vladimirovna Lokot (Локоть Алла Владимировна), tax ID 780443351167, registration number 323784700389194. Address: 4 Vedeneeva Street, Saint Petersburg, 195427, Russia. Support: support@smart-expo.ru; personal data: data@smart-expo.ru.

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5. Availability and restrictions
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01 Accounts and authority

Provide accurate information and keep it up to date. When acting for a company, you confirm your authority to create its profile, invite employees and manage its materials.

Keep your password private. Contact support if you suspect unauthorized access. Employee permissions depend on their roles and assignments; the company is responsible for keeping its team membership current.

02 Free features and booth access

Company registration, the directory, publication of ordinary company materials and messaging are available without purchasing booth access.

Corporate booth features are provided to an exhibiting company for a particular exhibition. The company assigns employees and may have separate authorizations at several exhibitions. Recording, transcription and summaries are tools for authorized booth staff.

The service scope, duration, price, number of staff places and any equipment provision are agreed with the company or specified in its exhibition participation arrangement. Payment and access are handled in accordance with applicable law and platform rules. This document page is not an invitation to purchase a service.

03 Materials and communication

Only publish materials you are entitled to use and share. Rights remain with their owners; SmartEx receives only the rights needed to store, display and transfer them as part of the service.

Company chats are accessible to employees of the relevant companies, including employees who join later. Recipients can save shared information outside SmartEx. Contact notes are visible within your own company and hidden from the other side. Each employee keeps their own favourites.

- Do not publish unlawful content, infringe others' rights or impersonate another person or company.
- Spam, fraud, malicious files, unauthorized access attempts and bypassing security restrictions are prohibited.
- Do not upload third-party personal data, trade secrets or other protected information without an appropriate basis.

04 Meeting recording and automatic summaries

Inform participants and obtain the necessary consent before recording. If anyone objects, do not begin recording or stop it. Microphone permission does not replace agreement between people.

Audio stays on the device. Text is sent to the server and language model provider for cleanup and a summary. Both sides receive the shared summary; original and cleaned transcripts are restricted to the recording side. The user manages local audio separately while respecting participants' rights.

Speech recognition and language models may get names, numbers, meaning or agreements wrong. Verify important conclusions against the original conversation. A summary does not replace a signed contract or professional advice.

Detailed rules: https://smart-expo.ru/en/recording.

05 Availability and restrictions

Some functions depend on connectivity, device permissions, a downloaded speech model, staff roles and exhibition status. Unfinished actions may wait for a connection or a model download.

The operator may restrict access in response to violations, security threats or binding legal requirements. Where possible, users are informed of the reason. The operator takes reasonable steps to maintain reliability but does not promise that the service will never fail.

06 Software rights and responsibility

Rights to the SmartEx software, design and branding belong to their respective owners. Users may use the service for its intended purpose within their authorized access.

Each party is responsible for its actions under applicable law. These terms do not remove mandatory user rights or liability that cannot lawfully be excluded.

07 Data, deletion and changes

Personal data processing is explained at https://smart-expo.ru/en/privacy. Request deletion through the available in-app option or by emailing data@smart-expo.ru; instructions are at https://smart-expo.ru/en/delete-account.

Verified deletion requests are generally handled within 30 calendar days, subject to mandatory legal time limits. Company workspace data and retention duties are considered separately from a personal account.

The current terms are published at https://smart-expo.ru/en/terms. Changes do not remove rights guaranteed by law.

Service operator

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Permanent link: https://smart-expo.ru/en/terms

Meeting Recording Rules

What happens to audio, text and the finished summary.

Updated: 1 November 2026

> Agree with participants first.
>
> Audio stays with the person recording.
>
> Check the summary before relying on it.

This feature helps authorized booth staff keep a record of business conversations. It is not intended for covert recording or identifying people by their voice.

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01 Before recording

Tell everyone present about the recording, transcription and summary. Obtain consent where required. If someone objects, do not start recording or stop it.

Microphone permission concerns the app’s access to the device. It does not confirm other participants’ consent. Do not rely on the app to automatically check that every person has agreed.

02 What stays on the device

Speech recognition runs on the device. Audio is not sent to SmartEx servers or the language model provider. It may remain with the person recording so they can listen again, including if a summary is inaccurate.

SmartEx does not create a voice profile or identify people by voice. The speech recognition model is not trained on your recordings.

You can delete the local file using the app. Deleting your server account does not by itself delete the file from your device.

03 What is sent and who can access it

The conversation text is sent to SmartEx and the REG.Cloud language model service for cleanup and summarization. Text and processing results are stored on the server.

Both sides of the meeting can receive the shared summary. Original and cleaned transcripts are restricted to the recording side according to employee permissions. Audio is not automatically forwarded to anyone.

By mutual agreement, the person recording may independently share audio with other participants using a method available to them. They must have the necessary rights and consents to do so.

04 Using the result

Check names, figures, conditions and agreements. Automatic text can contain errors and does not replace signed documents.

Do not use materials to invade privacy, disclose protected information, pressure participants or pursue other unlawful purposes.

05 A short notice to participants

“I would like to record this meeting to get a transcript and summary in SmartEx. The audio will stay on my device. The text will be sent to the server to prepare a summary available to both sides. Do you agree?”

This is an example of a clear notice, not evidence that consent has already been obtained. The form of consent must suit the circumstances and applicable law.

06 Contact

Personal data enquiries: data@smart-expo.ru. Privacy policy: https://smart-expo.ru/en/privacy.

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Permanent link: https://smart-expo.ru/en/recording

Delete Your Account and Data

How to make a request and what happens to your information.

Updated: 1 November 2026

You can make a request without installing the app. Email data@smart-expo.ru from the address registered to your SmartEx account. Do not send your password.

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2. If you own a company workspace
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01 In the app or by email

Open Settings → Security → Account deletion and confirm your request. If an older Android version opens a web page instead, update the app or follow these instructions.

You can also write directly to data@smart-expo.ru or privacy@smart-expo.ru. Include your account email and company name. If you use a different email address, we will ask you to confirm ownership of the account.

You may ask to delete specific personal data while keeping your account. Describe the information you want removed.

02 If you own a company workspace

Tell us whether the company should continue using SmartEx and who should take over management. Deleting your personal account and deleting a workspace used by an entire team are different actions. Colleagues' data should not be deleted by mistake.

03 Timing and outcome

A verified deletion request is generally handled within 30 calendar days, subject to applicable legal requirements. If a different mandatory period applies to a particular request, that period takes precedence. We may need clarification to identify the account.

The operator reviews the request, takes the necessary action and communicates the outcome. Sending a request does not instantly delete data. If some information must be retained, we will explain why and for how long.

04 Data covered by deletion

The request covers your profile, sign-in data, active sessions and associated personal data controlled by the operator. Shared messages, materials and company history are considered separately: personal data in retained records is removed or retained only where there is a lawful basis.

Legally required records are retained only to the necessary extent. Backups expire through rotation and are not used as an ordinary accessible user profile.

05 Audio, caches and external copies

Meeting audio is held on the recording device, not on SmartEx servers. Delete unwanted local recordings using the app. Account deletion does not guarantee remote erasure of your device.

The operator cannot automatically erase files or messages that other participants have independently saved outside SmartEx. Requests concerning those copies should be addressed to the relevant recipient.

06 Operator and related documents

Individual Entrepreneur Alla Vladimirovna Lokot (Локоть Алла Владимировна), tax ID 780443351167, registration number 323784700389194. 4 Vedeneeva Street, Saint Petersburg, 195427, Russia.

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Permanent link: https://smart-expo.ru/en/delete-account

Consent to Data Processing

Text for a separate confirmation where processing requires consent.

Updated: 1 November 2026

Reading or downloading this page does not grant consent. Consent requires a separate user action with a record of the applicable version and date. This document is not evidence that consent has already been obtained.

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1. Operator and purposes
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01 Operator and purposes

I consent to Individual Entrepreneur Alla Vladimirovna Lokot (Локоть Алла Владимировна) (tax ID 780443351167, registration number 323784700389194, 4 Vedeneeva Street, Saint Petersburg, 195427, Russia, data@smart-expo.ru) processing the personal data I provide to create and maintain my account, operate my profile and team, exchange contacts and materials, communicate, process meetings and handle support requests, to the extent needed for the functions I select.

Consent applies to operations requiring it and does not replace other legal bases available under applicable law.

02 Data and operations

Depending on the chosen function, data may include my name, contact details, company and role information, messages, uploaded materials, meeting texts and technical data. The operator performs the necessary collection, recording, storage, correction, use, disclosure, restriction, deletion and destruction.

Profiles and materials may be available to other users according to selected actions and permissions. Meeting text is sent to a language model service for cleanup and a summary. The meeting audio track is not sent to the operator; it is processed on the device.

Providers and access to data are described at https://smart-expo.ru/en/privacy.

03 Limits of this consent

This text does not replace separate consent for public dissemination of personal data, processing special categories, processing voice to establish identity, or other consent subject to specific legal requirements.

Consent from the device owner does not replace consent from other participants in a conversation. Recording rules are at https://smart-expo.ru/en/recording.

04 Duration and withdrawal

Consent remains effective until its purposes are fulfilled or it is withdrawn. I can withdraw it by contacting data@smart-expo.ru. If no other legal basis applies, processing stops and data is deleted within the periods required by law. Withdrawal does not affect the lawfulness of earlier processing.

Account deletion instructions: https://smart-expo.ru/en/delete-account.

05 Separate confirmation text

“I consent to the processing of my personal data for the SmartEx functions I select, under this consent and the Privacy Policy.”

Confirmation must not be preselected. The consent text and policy must be available to the user before confirmation.

Service operator

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Permanent link: https://smart-expo.ru/en/data-consent