KAOS REPORT · TKF

KAOS Report Privacy Policy

Effective November 20, 2026

1. Who we are and what this policy covers

This policy explains how personal data is handled in **KAOS Report**, the mobile app for Android (`com.thekaosfaktor.kaosreport`) and iOS (`com.tkf.kaosreport`) used to log construction site reports and human resources records.

The app is developed and operated by **TKF Consulting Group S.A.S.** ("TKF", "we", "us"), a Colombian company with tax ID (NIT) 902.000.496-1, based in Bogotá, Cundinamarca, Colombia, and contact email **soporte@thekaosfaktor.com**.

KAOS Report is used by the employees and contractors of the companies that subscribe to the platform with TKF ("the client company"). Every account must be approved by the client company before it can be used. As a result:

- **TKF is the data controller** for your account data and the technical data the app needs to work.
- **The client company decides** what site and human resources information is recorded and what it is used for. For that data, the client company acts as the data controller and TKF as the data processor: we handle it on the client company's behalf, following its instructions and only to provide the service.

This policy complies with Colombian Law 1581 of 2012, Decree 1377 of 2013 (compiled in Decree 1074 of 2015), and the user data policies of Google Play and Apple. If there is any discrepancy between the English and Spanish versions, the Spanish version prevails.

2. Data we collect

We only collect the data you type, record or attach, plus the minimum technical data the app needs to work.

Account data

- Full name, national ID number (cédula), email address and phone number.
- Job title, education level and years of experience.
- The client company you belong to and the projects you can access.
- Your handwritten signature, if you register it to sign reports.
- If you sign in with Google, Apple or Microsoft: the name, email and account identifier that service gives us. We never receive your password for those services.

Site reports

- The values you enter in each form: text, quantities, dates, times and selections.

- Photos you take with the camera or pick from your gallery. Before sending them, the app removes their EXIF metadata, such as where the photo was taken or the phone model.
- Documents you attach and the signature of whoever approves the report.
- The date, time and project of each report.

Voice notes

- The audio you record when you press the record button (up to 5 minutes per note).
- The transcript of that note and the form values the app suggests from it.

Human resources

- Attendance records: clock-in and clock-out times, hours worked and overtime.
- Leave and status records: permits, rest days, vacations, terminations and sick leave.
- Supporting documents you attach, such as a sick leave certificate. **That document may contain health data** (see section 5).

Technical data

- An identifier used to send you notifications (Firebase Cloud Messaging token), your operating system (Android or iOS) and the app version.
- Whether you are connected to the internet, which the app checks on your phone to decide whether to save reports offline. This is not sent to our servers.

What we do not collect

- Your location (neither GPS nor approximate location).
- Your contacts, messages, browsing history or list of installed apps.
- Advertising identifiers. The app shows no ads and uses no third-party analytics, tracking or crash-reporting tools.

3. Phone permissions

The app asks for these permissions and only uses them as described:

Permission	What we use it for
Microphone	Recording a voice note. It only records while you have the record button active, never in the background.
Camera	Taking photos as site evidence or as human resources supporting documents.
Photos and gallery	Picking photos you already have and saving the ones you take in the app.
Notifications	Sending you reminders, approvals and replies to your reports.

Permission	What we use it for
Run at startup and keep awake	Rescheduling local reminders after you restart your phone.
Internet and network state	Sending and receiving information, and knowing when to save offline.

You can deny or revoke any permission in your phone settings. If you do, the feature that depends on it stops working, but the rest of the app keeps working.

4. How we use the data

- To create and manage your account, verify your identity and let the client company approve it.
- To record, store, send and display site reports and their history.
- To turn your voice notes into text and suggest form values (see section 6).
- To manage the attendance, hours and leave records the client company needs for payroll and its labor obligations.
- To sign reports and generate PDF documents.
- To send you notifications related to your work in the app.
- To keep the service secure, prevent unauthorized access and fix problems.
- To handle your questions, complaints and deletion requests.
- To comply with legal obligations and requests from competent authorities.

We do not sell your data, we do not use it for advertising, and we do not build profiles of you for commercial purposes.

5. Sensitive data

Sick leave certificates may contain **health data**, and your handwritten signature and voice can be used to identify you. Colombian law treats these as sensitive data. Therefore:

- **You are not required to provide them.** If you do not want to attach a medical document in the app, you can give it to the client company by another channel it tells you about.
- If you do provide them, you expressly authorize us to process them only for the purpose you attached them for: processing a leave record, signing a report or filling in a form by voice.
- Only the people at the client company who have that permission on the platform can see them.
- We do not use your voice to identify you or to create a voiceprint.

6. Voice notes and artificial intelligence

When you record a voice note to fill in a form:

1. The audio is sent encrypted to our servers and stored in private storage.
2. **ElevenLabs** converts the audio into text.

3. **Anthropic** (Claude model) reads that text and suggests a value for each form field.
4. You review, correct and confirm the values. Nothing is submitted as a report without your confirmation.

These providers only receive the audio or text they need to do their task, on TKF's behalf and under their terms for business customers.

To improve accuracy, the transcripts of confirmed notes may be kept as examples for the same form. Those examples are only used to fill in that form within the same client company project; they are not shared with other companies.

7. Who we share data with

- **The client company** you work for: it sees the reports, human resources records and account data of its staff, according to the permissions it assigns on the platform.
- **Service providers** that process data on TKF's behalf and may not use it for their own purposes:

Provider	Purpose
Supabase	Database, authentication and file storage. Each client company has its own project, separate from the others.
Google (Firebase Cloud Messaging)	Delivering notifications to your phone.
Google, Apple and Microsoft	Signing in with your account from those services, if you choose to.
ElevenLabs	Converting voice notes into text.
Anthropic	Suggesting form values from the transcript.

- **Authorities**, when a law or a court or administrative order requires us to disclose information.

International transfers. Some of these providers store or process data on servers outside Colombia, mainly in the United States. By accepting this policy you authorize that transfer. We require these providers to apply security and confidentiality measures equivalent to those in this policy.

8. Data stored on your phone

So you can work without signal, the app keeps a copy of forms, projects and reports not yet sent on your phone. When the connection comes back, it sends them and marks them as sent.

Signing out deletes the session stored on your phone. Pending reports are kept so they are not lost, and are sent when you sign in again. Uninstalling the app deletes everything stored on the phone, including reports that were never sent.

We recommend protecting your phone with a screen lock.

9. How we protect data

- All information is encrypted in transit between the app and the servers (HTTPS/TLS).
- Each client company's data is kept separate, and access is controlled by user, role and project.
- Photos, documents and audio are kept in private storage and can only be opened with an authorized session.
- Photos are sent without EXIF metadata.
- Only the TKF staff who need it to run or support the service can access the data, and they are bound to keep it confidential.

No system is completely secure. If an incident affects your data, we will notify the client company, you when appropriate, and Colombia's Superintendence of Industry and Commerce, as the law requires.

10. How long we keep data

- **Voice recordings:** automatically deleted after 90 days. The transcript and confirmed values remain part of the report.
- **Account data:** for as long as the account is active.
- **Site reports and human resources records:** for as long as the contract between TKF and the client company lasts, and afterwards for as long as the labor, accounting and tax rules that apply to the client company require.
- **Notification token:** for as long as the account is active. It is replaced when it changes and deleted when the account is deleted.

When those periods end, we delete the data or anonymize it so it can no longer be linked to you.

11. Your rights

As the data subject, you have the right to:

- Know, update and correct your personal data.
- Ask for proof of the authorization you gave us.
- Be told how your data has been used.
- Revoke your authorization and ask for your data to be deleted, unless there is a legal or contractual duty to keep it.
- Access your data free of charge.
- File complaints with Colombia's Superintendence of Industry and Commerce (SIC), after first contacting us.

You can update your name, phone number and signature in the app. For any other request, email **soporte@thekaosfaktor.com** from the address you registered with, stating your name, your national ID number and what you are asking for.

- **Queries:** we reply within 10 business days, extendable by 5 more business days if we tell you why.

- **Complaints** (correction, update, deletion or revocation): we reply within 15 business days, extendable by 8 more business days if we tell you why.

If your request concerns data controlled by the client company, we forward it to them and let you know.

12. How to delete your account and data

You can ask us at any time to delete your KAOS Report account and its associated data:

1. Email **soporte@thekaosfaktor.com** from the address you registered with, with the subject **"Delete my KAOS Report account"**.
2. Include your full name, your national ID number and the company you use the app for.
3. We will confirm we received your request and, if needed, verify that you own the account.

Within **30 days** of verifying the request:

- **We delete** your account and sign-in credentials, your profile (name, phone, job title, education level, experience), your signature, your notification tokens and your voice recordings.
- **We keep** only the site reports and human resources records that the client company must retain by law or contract (for example, for payroll or social security). Those records are no longer linked to an active account, and are deleted or anonymized when the legal retention period ends.

You can also ask us to delete only some data, such as your voice notes or photos, without closing your account, by following the same steps.

13. Children

KAOS Report is a work tool and is not directed at anyone under 18. We do not knowingly collect data from minors. If you know a minor has created an account, contact us and we will delete it.

14. Changes to this policy

We may update this policy when the app or the law changes. We will publish the new version at this same address with its effective date. If the change is significant, for example a new purpose or a new type of data, we will notify you in the app before it takes effect.

15. Contact

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