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Privacy Policy — SerahrChat

Note: This English version is provided for informational purposes only. The German text constitutes the sole legal basis.

Version 1.1 — effective from March 1, 2026

1. Data Controller

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This policy covers serahrchat.serahr.de and the SerahrChat software product.

2. Overview: Where Is Data Stored?

SerahrChat is self-hosted. Most data remains on the customer's server.

DATA	STORAGE LOCATION	PURPOSE
Uploaded documents	Customer server	Knowledge base for the chatbot

Chat

Vector index (embeddings)	Customer server (LanceDB)	Semantic search
Chat histories	Customer server (SQLite)	Analytics, auto-deleted after 90 days
Aggregated analytics	Customer server	Usage statistics, 90-day rotation
Audit logs	Customer server	Security log, IP-anonymized, 90-day rotation
Admin credentials	Customer server	Authentication (Argon2-hashed)
Chat queries (for answering)	Customer-chosen LLM provider (e.g. OpenRouter, OpenAI, Mistral, or local)	AI response generation — forwarded, not permanently stored
Document embeddings (on creation)	Customer-chosen embedding provider (e.g. OpenAI, OpenRouter, or local)	Document vectorization for semantic search — result stored locally on customer server
License key + Instance ID	License server (licence.serahr.de)	License validation
Payment data	Stripe	Payment processing (PCI-compliant)
Email address	License server + Resend	License communication, password reset, trial onboarding

3. Data Processing in Detail

3.1 Website Visits



Legal basis: Art. 6(1)(f) GDPR (legitimate interest). No tracking cookies or third-party trackers used.

3.2 License Purchase and Payment

- **Email address:** For license delivery, invoices, and support communication. Stored on the license server (Supabase, EU region).
- **Payment data:** Processed exclusively through Stripe (PCI-DSS certified). We do not store credit card or bank account data.

Legal basis: Art. 6(1)(b) GDPR (contract performance).

3.3 License Validation (Phone-Home)

- **Transmitted data:** Instance ID, license key
- **Frequency:** Maximum once per 7 days (local cache)
- **If unreachable:** Grace period — the chatbot continues to function

No usage data, document content, or chat histories are transmitted. Legal basis: Art. 6(1)(b) GDPR.

3.4 Update Checks

The installation automatically checks for new versions via update.serahr.de. Only the current version number is compared. No personal data is transmitted.

3.5 Chat Queries, Embedding, and LLM Providers

This is the most important point for data protection assessment:

a) Document Embedding (on upload):

When the customer uploads documents, they are converted into vectors (embedding) to enable semantic search. The embedding provider is chosen by the customer.



External provider (e.g. OpenAI, OpenRouter): Document content is transmitted to the chosen provider to generate embedding vectors. The resulting vectors are

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stored locally on the customer's server (LanceDB).

- **Local models:** No external data transfers — fully local on the customer's server.

b) Chat queries (during use):

1. The question is processed on the customer's server
2. Relevant text passages from uploaded documents are identified via semantic search (local, LanceDB)
3. Question + relevant text passages are sent to the configured LLM provider to generate an answer
4. The answer is returned to the visitor

Both the LLM provider and the embedding provider are chosen and configured by the customer (own API key). Possible providers: OpenRouter (USA), OpenAI (USA), Mistral (France/EU), or local models (Ollama, LMStudio) with no external data transfers.

Note on GDPR compliance: Stored data (documents, chat histories, analytics, embedding vectors) remains entirely on the customer's server. When using external LLM or embedding providers, data is transmitted to third parties. For full GDPR compliance, we recommend local models or EU-based providers. The choice and responsibility lies with the customer.

3.6 Email Communication

Emails are sent exclusively for: license delivery, password reset codes, email verification codes, and onboarding emails during the free trial.

Sent via Resend. Onboarding emails are sent only during the 7-day trial. Legal basis: Art. 6(1)(b) GDPR.

4. Data Storage on Customer Server

- **Documents:** Encrypted storage (Fernet/AES)

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- **Analytics:** Aggregated daily statistics, 90-day rotation
- **Audit log:** Security events, IP-anonymized, 90-day rotation
- **Admin database:** Configuration, password hash (Argon2), recovery codes (HMAC-SHA256)

5. Retention Periods

DATA	PERIOD
Chat histories	90 days (automatic deletion)
Analytics	90 days (automatic rotation)
Audit logs	90 days (automatic rotation)
Documents	Until manual deletion by customer
Email address (license server)	Until contract termination + statutory retention
Payment data (Stripe)	Per Stripe privacy policy
Admin access after contract end	30 days after expiry, then revoked

6. Your Rights

Under GDPR: Access (Art. 15), Rectification (Art. 16), Erasure (Art. 17), Restriction (Art. 18), Data portability (Art. 20), Objection (Art. 21).

Direct requests to kontakt@serahr.de. For data on your own server, you can export or delete data anytime via the admin panel.



You have the right to lodge a complaint with a data protection supervisory authority.

8. Cookies and Tracking

This website uses no tracking cookies, no third-party trackers, and no analytics tools.

SerahrChat widget: No cookies. Session management uses a JWT token in localStorage. No consent required (§ 25(2)(2) TDDDGD).

9. Processors and Sub-Processors

SERVICE PROVIDER	PURPOSE	LOCATION
Stripe, Inc.	Payment processing	USA (EU SCCs)
Supabase, Inc.	License server backend	USA / EU region (Frankfurt)
Resend, Inc.	Transactional email	USA (EU SCCs)
Vercel, Inc.	License server hosting	USA (EU SCCs)
GitHub, Inc.	Update manifest hosting	USA (EU SCCs)
netcup GmbH	Web hosting	Germany

Note on LLM and embedding providers: LLM and embedding providers (OpenRouter, OpenAI, Mistral, etc.) are not commissioned by us but chosen and configured by the customer (own API key). The customer is responsible for the data protection assessment of their chosen providers.

10. Changes



Current version: Version 1.1, effective from 03/19/2026.

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Our products are intended exclusively for businesses, freelancers, and commercial users (B2B).

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