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Privacy Policy — SerahrRemind

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

Version 1.3 — effective from May 19, 2026 (legal change: data protection officer status)

Note: This privacy policy applies to the publicly accessible demo version of SerahrRemind at serahrremind.serahr.de. The demo is for testing purposes only. Please enter only fictitious test data. All data is automatically deleted every hour.

1. Data Controller

Thorsten Ahrens

Serahr — serahr.de

Email: contact@serahr.de

1a. Data Protection Officer

We have not appointed a data protection officer. Under Art. 37 GDPR no appointment is required because we neither carry out large-scale processing of special categories of personal data (Art. 9 GDPR) nor systematic monitoring of data subjects, and

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2. Overview: What Data Is Processed?

SerahrRemind is a SaaS platform for automated appointment reminders. In the demo version, the following data is processed:

DATA	STORAGE LOCATION	PURPOSE
Demo credentials (email, password)	Supabase (Frankfurt, DE)	Authentication
Entered patient data (name, email, phone)	Supabase (Frankfurt, DE)	Demo functionality
Appointment data (date, time, type)	Supabase (Frankfurt, DE)	Demo functionality
Email reminders	Resend (USA)	Sending demo reminders
Technical access data (IP, browser)	Vercel (USA)	Website delivery

Demo specifics: All data entered in the demo (patients, appointments, reminders) is **automatically deleted every hour**. Demo accounts are reset to their initial state. SMS and phone call features are disabled in the demo — only email reminders are sent.

3. Data Processing in Detail

3.1 Website Visits

When visiting serahrremind.serahr.de, the web server automatically collects:

- IP address (in server logs)





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

3.2 Demo Usage

When using the demo, you can enter test data:

- **Patient data:** Name, email address, phone number (please use only fictitious data)
- **Appointment data:** Date, time, appointment type, assigned patient
- **Reminders:** Configuration of reminder sequences

This data is stored in the Supabase database (Frankfurt region, Germany) and **automatically deleted every hour**.

Legal basis: Art. 6(1)(f) GDPR (legitimate interest in providing a functional demo).

3.3 Email Sending (Reminders)

When you trigger an email reminder in the demo, an email is sent to the entered address. Emails are sent via **Resend** (Resend Inc., USA).

- **Transmitted data:** Recipient email address, reminder text (first name, appointment time)
- **Note:** Please use only your own or fictitious email addresses

Legal basis: Art. 6(1)(f) GDPR (legitimate interest in demonstrating core functionality).

3.4 Disabled Features in the Demo

The following communication channels are disabled in the demo for cost reasons:

- **SMS sending** (normally via Spryng B.V., Netherlands)
- **Phone calls / Text-to-Speech** (normally via Microsoft Azure + Twilio)

These channels are available in the full version. The corresponding privacy policy will be described in the full version's privacy policy.



In the **demo version**, only fictitious test data is expected. Processing of special

categories of personal data within the meaning of Art. 9 GDPR (in particular health data) **does not take place** in the demo.

In the **full version** (live use by service providers), **incidental processing of health data** may occur depending on the service provider's industry — for example, if a health professional (e.g. physiotherapist, chiropractor, dentist, psychotherapist) configures the appointment name in such a way that it allows inferences about the end-customer's health. Such processing occurs under the following conditions:

- The service provider (as controller vis-à-vis their end-customers) is responsible for the legal basis under Art. 9(2) GDPR — typically lit. h (health care in the context of a treatment contract).
- SerahrRemind as processor provides a generic default template and recommends that the service provider use neutral appointment names ("Appointment" instead of treatment type).
- The technical and organizational measures under Art. 32 GDPR (encrypted storage at Supabase EU/Frankfurt, RLS-based multi-tenant isolation, transport-encrypted delivery) are appropriate for this category of data.

4. Cookies and Local Storage

The application uses only technically necessary cookies:

COOKIE / STORAGE	PURPOSE	DURATION
Session cookie (Supabase Auth)	Login session	Session / 7 days
Language preference	DE/EN preference	1 year
Theme preference	Dark/Light mode	1 year



5. Retention Periods

DATA	PERIOD
Demo data (patients, appointments, reminders)	Max. 1 hour (automatic deletion)
Server logs (Vercel)	30 days (Vercel default)
Email delivery logs (Resend)	Per Resend privacy policy

6. Disclosure to Law Enforcement

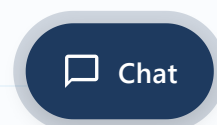
We may be legally required to disclose stored data to law enforcement authorities on the basis of a European Production Order or European Preservation Order pursuant to Regulation (EU) 2023/1543. Such disclosure is made exclusively on the basis of a lawful order and to the extent required by law. Legal basis: Art. 6(1)(c) GDPR (legal obligation).

7. 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 contact@serahr.de. Since all demo data is deleted hourly, typically no personal data is stored beyond the deletion period.

8. Right to Complain





9. Processors

SERVICE PROVIDER	PURPOSE	LOCATION
Supabase, Inc.	Database and authentication	USA / EU region (Frankfurt)
Vercel, Inc.	Web application hosting	USA (EU SCCs)
Resend, Inc.	Email sending (reminders)	USA (EU SCCs)
netcup GmbH	Domain hosting (serahr.de)	Germany

10. Changes

This privacy policy may be updated as needed. The current version is always available on this page.

Current version: Version 1.3, effective from 05/19/2026.

Previous Versions

Version 1.2 Valid: 04/16/2026 to 05/19/2026 [📄 DE \(PDF\)](#) [📄 EN \(PDF\)](#)

Version 1.3 Valid: 05/19/2026 to today [📄 DE \(PDF\)](#) [📄 EN \(PDF\)](#)



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