AI Scout Privacy Notice

Last update: December 23, 2025

Mellow (TMS SolarWeb Limited) processes certain personal data to provide access to and improve the AI Scout tool – a service that enables fast and AI-supported hiring of freelancers.
This Privacy Notice explains how and why your data is collected and processed in connection with this specific service.
For general privacy practices across the Mellow Group, please refer to our Privacy Policy available at https://www.mellow.io/documents/privacy-policy.

Why is Mellow collecting this data?

The AI Scout service enables hirers to publish freelance vacancies and receive applications from freelancers. The service includes an AI assistant that helps generate vacancy content, creates universal shareable links, and evaluates how well each applicant matches the requirements of a vacancy.

To provide this service, Mellow collects and processes the following data:

For hirers:

- Full name,
- Email address,
- Job title,
- Company name,
- Link to company website,
- Vacancy details, including pay rate or salary, location, and work format,
- Platform usage data and interaction history,
- Technical data (IP address, browser information) for service delivery and security.

This information is used to create and publish job vacancies, generate universal sharing links, and is analyzed by the AI assistant to assess how well each applicant matches the requirements of a vacancy.

For freelancers:

- Full name,
- Email address,
- Resume (mandatory),
- Portfolio (optional),
- All information provided in a resume, such as job title, work experience, education, and skills,
- Linkedin profile,
- Application responses and cover letters,

- Technical data (IP address, browser information) for service delivery and security.

This information is collected to share with hirers and to support AI-assisted assessment.

How do we use users' information?

All information collected is used to:

- Core service delivery and functionality,
- AI-powered features and automated processing,
- Platform security and fraud prevention,
- Service improvement and optimization,
- User support and communication.

Mellow does not use this information for unrelated marketing or profiling beyond service improvement.
IMPORTANT: AI-generated assessments are intended to assist hirers in their decision-making process but do not replace human judgment in hiring decisions. All hiring decisions remain entirely with the hirer. We display all applicants regardless of AI scores, and hirers can choose to ignore AI recommendations completely.

What is our legal basis for this processing?

Our legal basis for this processing is:

- Performance of a contract under Article 6(1)(b) of the GDPR – to provide the service's core functionality and deliver the services you have requested,
- Legitimate interest under Article 6(1)(f) of the GDPR – to improve our services, ensure platform security and prevent fraud.

Will you data be shared?

We may share your data with:

- Trusted service providers who support platform operation. Some of these providers may be located outside the EEA. Where applicable, we use appropriate safeguards such as Standard Contractual Clauses or adequacy decisions,
- Other Mellow entities for service delivery, technical support, and platform improvement,
- Law enforcement or regulatory authorities when legally required or to protect our legitimate interest.

We do not sell your personal data or share it for advertising or unrelated commercial purposes.

How long will we retain non-user information?

Mellow retains personal data as follows:

- Vacancy and application data: Up to 12 months after the vacancy closes, unless deleted earlier by the user,
- Account information: While your account remains active and for up to 2 years after account closure to comply with legal obligations, resolve disputes, and prevent fraud,
- Technical and security data: Up to 6 months for security and fraud prevention purposes.

Other data may be retained longer where required by law, for dispute resolution, regulatory investigations, or legitimate audit purposes. You may request earlier deletion of your data, subject to our legal and legitimate business obligations.

How can users exercise their data subject rights?

Data subjects have the following rights regarding their personal data:

- Right to Access: Request access to your personal data.
- Right to Rectification: Request correction of inaccurate or incomplete data.
- Right to Erasure: Request deletion of your personal data under certain conditions.
- Right to Restrict Processing: Request limitation of processing your data.
- Right to Data Portability: Receive your data in a structured, commonly used format.
- Right to Object: Object to processing based on legitimate interests.
- Right to Lodge a Complaint: Contact your local data protection supervisory authority if you believe your rights have been violated.

To exercise these rights, please contact us at dpo@mellow.io.

Security Measures

We implement appropriate technical and organizational security measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction. These measures include encryption, access controls, regular security assessments, and staff training on data protection.

Contact Us

If you have any questions or concerns about this Privacy Notice or our data processing practices, please contact us at: dpo@mellow.io or by mail at the postal address: TMS SolarWeb Ltd on floors 5 and 6 of 17 Theklas Lysioti, Pissas Building, Limassol 3030, Cyprus.