

Createch Labs Privacy Policy

Last revised: October 2026

1 Who we are

This Privacy Policy explains how Createch-Labs (we, us or our), handles personal information through www.createch-labs.com and its contact, Scalerator application and other program forms. Createch-Labs is the controller of the personal information collected for these purposes.

We are based in Israel. For privacy questions or requests, contact admin@createch-labs.com. Program-specific collection notices supplement this policy when a form requests additional information or involves additional recipients.

2 Information you provide

When you contact us, we collect the information you submit, such as your name, email address, organization or creator brand, audience category, area of interest and message. We also keep relevant correspondence when responding to your request.

When you apply to the Scalerator or another programs, we collect the information needed to evaluate or respond to your application, such as contact details, professional background, company or creator information, portfolio links, project descriptions and submitted materials, needed to evaluate or respond to your application.

Providing information is voluntary unless a specific form states a legal requirement. Fields marked as required are needed to process the relevant inquiry, application or entry. If you leave those fields blank, we may be unable to respond or assess your submission. Optional fields may be left blank.

Please avoid sending identity documents, financial details, health information, confidential military information or other sensitive information through the general contact form. Do not include another person's information unless you have authority to share it.

3 Technical information

When you visit the website, our hosting and security providers may process technical information such as your IP address, browser and device information, request timestamps, pages requested and error or security logs. This information supports website delivery, troubleshooting and protection against misuse.

4 How we use your information

We use inquiry information to respond to you, discuss potential collaboration and manage the resulting business relationship. We use application and entry information to administer the relevant program or competition, assess submissions and communicate with participants. Further uses, including publishing a submission or identifying a participant publicly, will be described in the applicable notice or terms.

We also use information where necessary to operate and secure the website, investigate misuse, maintain appropriate business records and comply with applicable legal obligations. We seek informed consent where required. This policy does not replace a specific notice or consent needed for a separate use.

If we offer marketing updates, any required consent will be requested separately from an inquiry or application. You may unsubscribe through the message or contact us. Administrative messages about your inquiry or participation may continue where needed.

5 Who receives information

Authorized team members and partners may access information needed for their work. Service providers supporting hosting, form processing, email, data storage, security or customer relationship management may handle information for those functions. Relevant Information will also be shared with the programs' selected mentors, evaluators or operating partners. A logo on our website does not mean that the organization receives visitor or applicant information.

We may disclose information when required by law or a binding lawful request, or when necessary and permitted by law to protect rights and investigate unlawful activity. If ownership or operation of the business changes, any transfer of relevant records will be handled subject to applicable law and appropriate notice.

6 Cookies analytics and embedded content

The website may use essential cookies or similar storage for functionality, security or remembering choices. If optional analytics, advertising technologies or embedded media are enabled, the cookie notice will identify their provider, purpose and duration. Optional technologies requiring consent will be activated only after the relevant consent is obtained.

Embedded videos, including YouTube or Vimeo if used, may disclose technical information to the video provider when the player loads or you interact with it. That provider may set cookies or use information under its own policy. Where required, the player will remain unloaded until you give permission. You can also follow an external video link instead.

Browser settings can also limit cookies, although disabling essential storage may affect functionality. External services have their own privacy notices.

7 Storage outside Israel

Our service providers may process or store information outside Israel.

8 Retention and security

We retain information for the period needed for the purpose for which it was collected, including necessary follow-up, program administration, legal recordkeeping and resolution of disputes. We consider the nature of the information, our relationship with you and applicable retention duties. We then delete or anonymize information when it is no longer needed, subject to applicable obligations and backup cycles.

We use organizational and technical safeguards appropriate to the information and the risks involved, including limiting access to authorized personnel and relevant providers. No internet transmission or storage system can be guaranteed completely secure.

9 Your choices and privacy rights

Under applicable Israeli law, you may have the right to inspect personal information about you held in a database and request correction of information that is inaccurate, incomplete, unclear or out of date. Other rights may apply depending on your location and the law applicable to the processing.

To request access, correction, deletion or withdrawal of consent, email admin@createch-labs.com. We will assess your request under applicable law. Deletion and other requests are subject to legal exceptions and retention obligations. We may ask for proportionate information to verify your identity, without requesting unnecessary sensitive documents.

You may decline optional information and withdraw optional marketing or cookie consent. Withdrawal does not affect processing already lawfully carried out. Where consent is necessary to provide a requested service, withdrawing it may prevent us from continuing that service. You may also contact the relevant privacy regulator, including the Israeli Privacy Protection Authority, with a complaint.

10 Children and youth programs

The general website provides information about our activities, including youth programs. Youth registration must use a dedicated process and age-appropriate notice with parental or guardian involvement where required. The general contact form is not intended to collect a child's registration or sensitive information.

If you believe a child's information has been submitted through the website without appropriate authorization, contact admin@createch-labs.com so we can review and address the matter.

11 Updates and contact

We may update this policy as our website, programs or practices change. The revised effective date will appear above. Where required, we will give additional notice or obtain consent before a material change affects your information.

Privacy contact: admin@createch-labs.com