Can Meolea access my private documents?

Security & Privacy · https://www.meolea.com/help/security-privacy/can-meolea-access-my-private-documents/

Meolea is designed to protect your privacy.

Your uploaded documents and personal information are stored securely. We do not access your private documents unless it is technically necessary for system maintenance, security, or legal reasons.

Who can see my documents?

By default:

- Only you can access your documents
- Your legacy contact can access information only according to the permissions you have defined and the activation process
- Meolea employees do not browse or review user documents

Access is restricted through secure authentication and technical safeguards.

Does Meolea read my files?

No.

Meolea does not manually read, analyze, or review your uploaded files.

Your documents are stored securely and processed automatically by the system to enable functionality (such as displaying, downloading, or organizing files).

We do not use your private documents for advertising or profiling.

Are documents encrypted?

Your data is transmitted securely using encrypted connections (HTTPS).

Stored data is protected through industry-standard security measures.

We continuously work to maintain high security standards to protect your information.

When could access technically occur?

In rare cases, limited technical access may be necessary:

- To resolve a technical support issue you have reported
- To investigate security incidents
- To comply with legal obligations

Any such access is restricted, logged, and handled with strict confidentiality.

Does Meolea share my data with third parties?

No.

We do not sell your personal data or share your private documents with third parties for marketing purposes.

Payment processing and infrastructure services are handled by trusted providers under strict data protection agreements.

For full details, please refer to our Privacy Policy.

Your control

You remain in control of your data.

You can:

- Download your stored information
- Delete your documents
- Delete your account permanently at any time

See: *How do I delete my account permanently?*

Why privacy matters to us

Meolea deals with sensitive life and estate information.

We understand that trust is essential. Protecting your privacy is not optional — it is fundamental to how we operate.

We have a whole page dedicated to the way we care about security.