

Privacy Policy

Effective Date: December 2025 | Version 1.0

Aimuze Software Private Limited ("Aimuze", "Company", "we", "us", or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our platform and services.

1. Information We Collect

1.1 Information You Provide

We collect information you provide directly to us:

- Account Information: Name, email address, phone number, company name, job title
- Billing Information: Billing address, payment details (processed securely via payment providers)
- Communications: Correspondence with our team, support requests, feedback
- Profile Information: User preferences, notification settings

1.2 Information Collected Automatically

When you use our platform, we automatically collect:

- Usage Data: Features accessed, actions taken, time spent on platform
- Device Information: Browser type, operating system, device identifiers
- Log Data: IP address, access times, pages viewed, referring URLs
- Cookies: Session data, preferences, authentication tokens

1.3 Customer Data

In providing our services, we process data from Customer's enterprise systems:

- Operational Data: Equipment data, sensor readings, system logs
- Business Data: Work orders, tickets, transactions processed by agents
- Integration Data: Data synchronized from connected systems

Customer Data is processed solely on behalf of our customers and subject to our data processing agreement.

2. How We Use Your Information

We use collected information to:

- Provide, maintain, and improve our services
- Process transactions and send related information
- Send technical notices, updates, and support messages

- Respond to your comments, questions, and requests
- Monitor and analyze trends, usage, and activities
- Detect, prevent, and address technical issues and security threats
- Comply with legal obligations

2.1 AI Model Improvement

We may use anonymized and aggregated data derived from platform usage to improve our AI models and services. This includes:

- Training machine learning models for better predictions
- Improving agent performance and accuracy
- Developing new features and capabilities

Such use involves only anonymized, aggregated insights that cannot identify any individual customer or their confidential business information.

3. Cookies and Tracking Technologies

We use the following types of cookies:

3.1 Essential Cookies

Required for platform operation, including authentication, security, and session management. These cannot be disabled.

3.2 Analytics Cookies

Help us understand how users interact with our platform to improve functionality and user experience. We use industry-standard analytics tools.

3.3 Preference Cookies

Remember your settings and preferences for enhanced user experience.

You can manage cookie preferences through your browser settings. Note that disabling certain cookies may affect platform functionality.

4. Information Sharing

We do not sell your personal information. We may share information in the following circumstances:

4.1 Service Providers

We share information with third-party service providers who perform services on our behalf:

- Cloud Infrastructure: Amazon Web Services (AWS) for hosting and data storage
- AI Services: Large Language Model providers for AI capabilities
- Analytics: Tools for platform usage analysis

- Communication: Email and notification services

All service providers are bound by data protection agreements.

4.2 Legal Requirements

We may disclose information when required by law, court order, or governmental authority, or when we believe disclosure is necessary to protect our rights, your safety, or the safety of others.

4.3 Business Transfers

In the event of a merger, acquisition, or sale of assets, user information may be transferred as a business asset, subject to the same privacy protections.

5. Data Security

We implement appropriate technical and organizational measures to protect your information:

- Encryption: AES-256 encryption at rest, TLS 1.3 in transit
- Access Controls: Role-based access with multi-factor authentication
- Monitoring: 24/7 security monitoring and incident response
- Auditing: Regular security assessments and penetration testing
- Training: Employee security awareness training

While we strive to protect your information, no method of transmission over the Internet is 100% secure. We cannot guarantee absolute security.

6. Data Retention

We retain information as follows:

- Account Data: Retained while account is active and for a reasonable period thereafter for legal and business purposes
- Usage Data: Retained for analytics and improvement purposes in anonymized form
- Customer Data: Retained according to customer agreement; available for export upon request
- Communication Records: Retained as required for support and legal purposes

Upon account termination, we retain data as necessary for legal compliance, dispute resolution, and legitimate business needs.

7. Data Location

Customer data is stored in India (AWS Mumbai region, ap-south-1) to comply with Indian data localization requirements. Some service provider processing may occur in other jurisdictions, subject to appropriate data protection safeguards.

8. Your Rights

Depending on your location and applicable law, you may have the following rights:

- Access: Request a copy of personal information we hold about you
- Correction: Request correction of inaccurate personal information
- Deletion: Request deletion of your personal information, subject to legal retention requirements
- Portability: Request export of your data in a machine-readable format
- Objection: Object to certain processing of your personal information
- Consent Withdrawal: Withdraw consent where processing is based on consent

To exercise these rights, contact us at privacy@aimyze.com. We will respond within the timeframe required by applicable law.

9. Children's Privacy

Our services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from children. If we become aware that we have collected information from a child, we will take steps to delete such information.

10. Third-Party Links

Our platform may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the new policy on our website and, where appropriate, via email. Your continued use of the services after changes indicates your acceptance of the updated policy.

12. Data Protection Officer

For privacy-related inquiries, you may contact:

Data Protection Officer

Aimyze Software Private Limited

Unit 101, Oxford Towers, 139, HAL Old Airport Rd
Kodihalli, Bengaluru, Karnataka 560008

Email: privacy@aimyze.com

13. Grievance Redressal

In accordance with the Information Technology Act, 2000 and rules thereunder, if you have any grievances regarding the processing of your personal information, you may contact our Grievance Officer:

Grievance Officer: Legal Team

Email: legal@aimyze.com

We will acknowledge your grievance within 48 hours and endeavor to resolve it within 30 days.

14. Contact Us

For questions about this Privacy Policy:

Aimyze Software Private Limited
Unit 101, Oxford Towers, 139, HAL Old Airport Rd
Kodihalli, Bengaluru, Karnataka 560008
Karnataka, India

Privacy Inquiries: privacy@aimyze.com

General Inquiries: legal@aimyze.com